

## Appendix U: Complaint Logs from 2002-2007

Complaint Tracking for IN (06/01/2006-05/31/2007). Total Customer Contacts: 70

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12/22/06	IN VCO customer called in to say instructions were given to not type out the answering machine message, just give the GA when it is time to leave a message. The operator typed out the message and then said answering machine hung up. Customer is upset because this is wasting her time, and also having to report the operator is more time wasted.	01/15/07	Apologized to the customer. No follow up needed. Team Leader met with CA. emphasized to be sure to follow customer instructions.
12/22/06	IN VCO customer called in to say the operator did not follow her instructions. Customer did not want the answering machine message typed out, just wanted to know when to leave the message. The operator typed out the message and then said answering machine hung up, causing the customer to waste time. Customer is upset because she is wasting more time having to report the operator.	12/22/06	Apologized to the customer. Customer does not need follow up. Supervisor met with CA who said he did have a call on Friday 12/22/06 where VCO customer called in and number dialed reached answering machine; caller wanted to leave message, which was done. Then caller gave another number to dial and reached another answering machine. Because it was a completely new call, CA assumed correctly that new instructions would have to be given. VCO customer did not indicate at this time if wanted to leave a message if answering machine was reached. CA followed proper procedure.
12/20/06	This caller wanted to place a call to a toll-free number through the Indiana Relay service, but the operator simply did not respond in any way.	12/20/06	Informed the caller that we would investigate the matter and was told to "just leave a message" at the caller's number afterward. Expressed hope that the caller would be able to place the call desired without further difficulty. Note: It may be significant that I received a substantial amount of garbled text from this caller. Trainer left messages on customer machine asking for further information in order to properly
12/20/06	Disconnect/Reconnect during calls	12/20/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
12/08/06	Caller complained that agent never dialed out and sat there and didn't do anything.	12/08/06	Agent demonstrated knowledge of dialing out within 5 seconds after the GA is typed. No follow up requested for further investigation.
12/06/06	IN voice person called and had a complaint about agent. When she gave the agent the number to dial the agent rudely asked her if she was calling someone who was deaf or hearing impaired.	12/06/06	Apologized for the agent being rude. No follow-up requested Supervisor discussed complaint with operator and also went over proper call procedures.
12/02/06	Technical - General	12/07/06	Customer referenced two calls that lost connection. CapTel Service apologized to customer for this incidence. Tech support identified one call was lost due to a lost cellular connection. Advised customer they may hang up and redial.

11/30/06	CA was not able to retrieve info on answering machine. Message was cutting out.	11/30/06	Explained that answering machine kept cutting out but was not happy that entire message couldn't be retrieved. No action taken. Non-agent error.
11/05/06	Voice person felt CA did not have the finesse to handle difficult relay calls. She called to leave a message on a TTY answering machine but she said the CA was curt and sarcastic. She asked him to turn off Turbo Code (he did) and to let the message play through, but he cut her off and	11/28/06	CA stated the customer came in on the voice line with a very bad attitude. CA followed the customer's specific instructions not to disconnect the call after the TTY answering machine finished playing. The customer then asked CA again if they were still connected, and the CA said they were. Despite following the instructions, the customer asked for a supervisor anyhow. The AIC that took the complaint said that when the woman filed the complaint she told the AIC she was in a really bad mood; it was the TL's opinion
10/23/06	IN VCO user called to complain that he was getting static on the line when he called to Directory Assistance.	10/23/06	Entered Trouble Ticket; customer does request follow up from technicians. RPM contacted customer via e-mail to ensure that no further problems have occurred. Customer to contact RPM if any further issues arise.
10/20/06	Garbling	10/20/06	Non-agent error. Agent disabled Turbo Code and lowered typing speed to 50 as written in customer notes.
10/09/06	TTY customer unable to place local call.	10/09/06	Apologized and entered Trouble Ticket. Follow-up requested. RPM sent an e-mail to the customer. RPM also called but the phone number was no longer available.
09/26/06	Caller said agent took two minutes to answer her incoming call on relay.	09/26/06	Apologized for the problem. No follow up required on this issue. Non-agent error; phone lines were extremely busy.
09/24/06	IN TTY customer called to complain that some agents who dial a number from her FD list reach a recording that says the number is not a valid number, but other agents can put the call through without problems.	09/24/06	Apologized for inconvenience. Opened Trouble Ticket. Follow up requested. RPM received confirmation that it has been resolved due to the fact that the customer has contacted Indiana Relay and the previous account manager.
09/20/06	Service - General	09/20/06	Apologized for incidence and thanked customer for sharing. Experience has been shared with technical support. Suggested caller redial call and document the date and time so we can follow up with specifics.
09/16/06	IN voice customer states they have been receiving harassing calls through Sprint IP Relay that are threatening.	09/16/06	Apologized, explained the service and referred this customer to their local police department and the FCC. No follow up requested.

09/11/06	Accuracy of captions	09/11/06	Customer shared feedback regarding accuracy of captions. Apologized for incidence and thanked customer for the feedback. Suggested customer document the date, time and CA number for more specific follow up.
09/08/06	Agent refused to get supervisor. No reply. Was waiting on agent. Did not answer for 5 minutes. Nothing was typed. Agent left message did not redial as instructed.	09/13/06	Agent stated she doesn't recall doing this and that she would never refuse to get a supervisor if someone asked for one.
09/03/06	VCO customer was checking their voice mail today and is upset that a reoccurring problem with muffled voice mail is happening again. Says that his phone and printer are not the problem, the problem is with the recording system in the relay service. Wants tech support to try to retrieve his voice mail and see what he is talking about (he has had several emails in the last 5 to 10 years about this problem) and then delete the message so he knows when they have checked on this. Also wants a "complete" email response so he can share the email with others that have the same	09/03/06	Removed agent due to technical-related issue.
08/22/06	Accuracy of captions	08/22/06	Customer shared feedback regarding accuracy of captions. Apologized for incidence and thanked customer for the feedback. Suggested customer document the date, time and CA number for more specific follow up.
08/18/06	Caller told CA to hang up if answering machine was reached. CA forgot to tell caller that they had hung up when an answering machine came on the phone, but sent (ANS MACH PLAYING) instead. Caller then asked if CA had hung up.	08/18/06	Team leader followed up with agent on following customer instructions. Agent apologized, and didn't know s/he had hung up.
08/14/06	TTY customer said that the agent dialed out before he finished giving his number. When he asked for a supervisor she didn't inform him that she was doing so.	08/14/06	Apologized to the customer, who did not request a follow up call. Coached CA on waiting for the GA before "Comp" and to always inform the customer with ALT-K when a supervisor is requested or there's a delay in processing.
08/03/06	Customer was concerned that CA was "poking around" and did not dial number. When asked why the delay, CA responded, "I'm tired."	08/13/06	Apologized for inconvenience and said information would be forwarded to appropriate person. CA stated she would never do anything like that and always tries to do her best. Educated CA to stay focused on calls.

07/06/06	Technical - General	07/06/06	Technical support provided adjustment in the system to resolve other party's experience. Other party now able to make long distance captioned calls to CapTel user successfully.
06/29/06	Agent did not leave customer's message. Customer asked the agent to redial to leave the message again, but the agent did not respond. Agent ignored customer did not type back, and when asking for supervisor, agent still ignored customer and did not respond.	06/29/06	Apologized to the customer. Team Leader met with agent who does not remember call, but was coached on the importance of always keeping the customer informed of what is going on during a call.
06/19/06	IN VCO customer received garbling when using the relay. This has been going on for years. Customer states it is especially bad when she calls to Cincinnati. Customer is using a VCO Ultratec Uniphone that she has had for several years.	06/19/06	Apologized to the customer and advised her to turn off her Turbo Code and also provided her with the number to Ultratec. Turned in Trouble Ticket. Customer does not need follow up.
06/10/06	VCO customer states the operator hears TTY tones during his voice mail message and therefore cannot retrieve his messages for him.	06/10/06	Apologized and entered Trouble Ticket. Follow-up requested. Technicians were not able to duplicate the problem. The source of problem has been identified coming from the customer's hearing aid after talking with his co-worker who informed us that it causes loud high pitch noises that he couldn't hear. The agent thought she heard the TTY tones but it was coming from his hearing aid.
06/05/06	VCO customer unable to place a local call because it is showing as needing to pay for the call.	06/05/06	Apologized and entered Trouble Ticket. No follow-up requested. Technician not able to duplicate the problem but internal tests showed no billing issue. Customer may have used a cell phone and hit a cell tower that was located out of the local dialing area which would cause the problem like this. Customer couldn't be reached after several attempts.
06/02/06	Customer just got off the phone from talking to mother. The agent was very uninterested. The agent was talking to people around him about the weather the whole time customer was trying to converse with her mother.	06/02/06	Apologized to the customer. The ID number provided by the customer is not assigned to any employee. The customer does not wish follow contact therefore further investigation is not possible.
05/25/07	Call to DA, screen was garbled, customer was angry that agent had to ask for clarification.	05/25/07	Supervisor verified the screen was garbled; non-agent error.

05/23/07	Echo Sounds - CapTel user hears	05/23/07	Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Advised customer how to properly hold handset for echo reduction.
05/18/07	TTY customer stated that at 9:08 AM a call was placed into IN Relay and received a relay greeting including the agent ID; however there was no response at the beginning of a call that was established. Attempted several times to provoke a respond from the agent but there were none. Caller then decided to disconnect the call.	05/18/07	Apologized for the inconvenience and assured the customer that this would be forwarded to the agent's direct supervisor. No follow up necessary. Team Leader met with agent and discussed proper call procedures. Talked about the importance of following customer instructions and informed agent that if they are having technical difficulties that a supervisor should be notified of the situation. Agent understood.
05/17/07	Disabling Turbo Code interrupts transmission. Happens on every call. Agent did not disable turbo code.	05/17/07	Nothing wrong on relay end. Appears to be customer's equipment. Non-agent error. Team Leader witnessed the call. No action taken.
05/16/07	Customer felt that the agent took too long processing a DA call.	05/16/07	Team Leader reviewed DA calling procedures with the agent.
05/15/07	TTY customer said the agent dialed out before he gave a GA and the number the agent dialed was incorrect. (Agent dialed 269 instead of 264).	05/15/07	Apologized to the customer. No follow up requested. Brought the errors to the agent's attention. Coached him on waiting for a GA before dialing out and to be very careful to input numbers correctly.
04/26/07	Echo Sounds - Other party hears	04/26/07	Provided customer with general tips for reducing echo, including handset placement, volume adjustment, and using an assistive listening device.
04/26/07	Disconnect/Reconnect during calls	04/26/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
03/27/07	IN VCO user called to complain that when agent dialed number the other person hung up and when the call was disconnected the agent redialed and reached a different number. Caller says that when she questioned the agent the agent refused to acknowledge what was going on. this	03/27/07	Apologized for the problem. Customer did not request follow up. Team Leader spoke with this agent and the agent does not remember this call. Agent was aware of the need to focus on calls and the consequences for lack thereof.

03/15/07	IN VCO is not being heard by relay agents and her friends complain they can not hear her voice on VCO. Customer experiences garbling intermittently. Problem occurred again today 3/15/07 @ 5:15 PM.	03/15/07	Apologized and entered Trouble Ticket. Customer does want contact. Internal Update Performed. Called the customer and left a message to call me back. E-mailed customer but still no response.
03/14/07	Customer stated that she is experiencing more frequent problems with garbling on her calls.	04/27/07	Thanked the customer for letting us know and assured that the Trouble Ticket would be turned in as stated. Follow up requested. Internal Update Performed. Called the customer with no luck; the customer wasn't able to give any agent ID number, so not possible to resolve this issue.
03/14/07	VCO customer getting disconnected from relay operator.	03/14/07	Apologized for the problem and opened Trouble Ticket. Follow up requested. Internal Update Performed. Called the customer and left a message to call me back and sent her a letter as well.
03/10/07	Customer requested frequently dialed number - after 3 minutes there was no response from CA. CA had requested supervisor because FD was not working.	03/10/07	Apologized to customer for delay and coached agent on proper procedure to complete the call.
03/09/07	Upset that DA operator didn't wait for relay to give the city and state before hanging up. Claimed relay didn't give the "GA" in the call but saw it on the computer screen.	03/09/07	Non-agent error.
03/09/07	Customer called to get DA; CA asked for the city, state, and listing, which customer provided. then suddenly the call was transferred to the person whose number she was trying to get. She did not want to call the number, she only wanted to find out what it was. She is upset because if the CA chose the DA option to connect to the number, she will be charged. Even if the CA just dialed the number herself she should not have done so without instructions. She wants to know exactly what the CA did and why.	03/09/07	Need to get clarification what which CA it was. The caller provided two ID numbers. Made three attempts to call customer to clarify the agent number involved in the complaint. Each time there was no answer. Unable to coach CA due to not knowing who it was. Customer called in to relay and couldn't remember the agents number. I advised her that if she is in fact billed for the DA call, she should call us back to let us know.

03/05/07	Service - General	03/06/07	Technical problem identified. Resolution provided by network vendor.
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03/05/07	Service - General	03/05/07	Technical problem identified. Resolution provided by network provider.
02/27/07	Agent did not respond for 5 minutes after the customer gave the "GA."	02/27/07	Spoke to CA regarding complaint. CA did not remember such a call happening. Coached CA on staying responsive and focused on every call.
02/26/07	TTY customer gave agent full number to dial. Stated agent asked the TTY customer for the number to dial, and customer was frustrated that agent asked again for the number. TTY customer's notes say slow typing to 50 WPM and to disable Turbo Code. Asked if perhaps when agent <del>was disabling Turbo Code the agent missed info</del>	02/26/07	Spoke to agent who said that the number came in incomplete and was waiting for a GA from the caller so as not to interrupt. When the agent asked again for the number, the TTY user became upset and would not provide the number again. Agent said he had followed customer notes instructions by slowing the typing speed and disabling Turbo Code. Agent followed correct procedures.
02/22/07	IN VCO user complained agents can not hear him on VCO using dedicated VCO #.	02/22/07	Apologized, said would let technicians know, and rebranded VCO. Entered Trouble Ticket. No contact wanted. Internal Update Performed. Made test calls and this will be fixed with the new Phoenix desktop.
02/20/07	Caller complained that operator took a long time to outdial and didn't send ringing macro. Also, took a long time to get supervisor when asked by caller.	02/20/07	Coached CA on proper directory assistance calling procedures. There was no ring - DA just answered - non-agent error. Advised on the importance of getting supervisor when asked by customer.
02/20/07	Operator guessed on garbling (instructions given after FD name given) instead of asking them to repeat. Therefore, call was not processed as requested.	02/20/07	Team Leader coached CA on proper macro for garbled messages. Also coached CA on disabling the turbo code and slowing down typing speed to prevent garbled messages - if that doesn't work, CA should notify a supervisor.
02/15/07	Customer had a long call with a friend and during the conversation there was no response from the agent, no GA or indication the outbound had hung up. Customer waited 10 minutes before hanging up.	02/15/07	Forwarded on to agent's Team Leader for follow up on proper disconnection processes and keeping the customer informed. Agent was terminated for disconnecting multiple calls. The Trainer contacted party to advise of the situation on 2/15/07.
02/14/07	Agent did not place outdial for more than 3 minutes after customer gave number. Customer asked agent to get supervisor 4 times. Agent did not get supervisor, did not send ringing macro and never let customer know person was on the line and did not let her know person hung up.	02/14/07	Forwarded on to supervisor for follow up on following customer instructions, dial out time, keeping customer informed and being more polite. Center manager and Team Leader met with this agent. She did not remember the call, but the center manager coached her on multiple complaints and improper disconnects. Informed her to call for supervisor if there is any problem with the call.

02/12/07	Customer upset that no one answers at customer service. She waited for over 6 minutes and no response. Asked Relay to transfer her again. Relay transferred her again to customer service.	02/12/07	Non agent error. Complaint was filed 2/11/07 at 1:24 Forwarded on to customer service. CS has limited staff on weekends due to low call volumes. CS agents were assisting other callers. Appreciate the customer contacting us to let us know. Staffing will be reviewed.
02/09/07	IN VCO user complained she is not getting connected properly for VCO when dialing the dedicated VCO # programmed into her phone.	02/09/07	Apologized, let customer know technicians would be alerted. Entered Trouble Ticket. Went into customer's branding to update that she is a VCO dedicated user. Customer did not request follow up.
02/07/07	Customer complained agent took too long to dial out.	02/07/07	Per Team Leader, customer had a lot of notes. Coached agent to send "one moment please" if there is delay in dial out due to many notes
02/07/07	Disconnect/Reconnect during calls	02/07/07	Gave customer information explaining why disconnect/reconnect might be occurring and gave tips to reduce occurrence. Also advised to have the phone line tested as there was quite a bit of background static.
02/06/07	VCO caller reported that her branding is not in place for her calls through relay today. She is concerned because she cannot make quick connection to relay and may need to make emergency calls for her elderly mother living with her.	02/06/07	Apologized for the inconvenience and requested the caller provide several ID numbers of agents so Trouble Ticket could be entered. Told her the branding was in place during her calls to Customer Service. She called back with ID numbers so Trouble Ticket was entered. No follow up requested.
01/31/07	Accuracy of captions	01/31/07	Customer's representative shared feedback regarding accuracy of captions. Apologized for incidence and thanked customer for the feedback. Suggested customer document the date, time and CA number for more specific follow up.
01/16/07	TTY customer stated at approximately 7:16 AM (central time), s/he placed a call into relay and received the garbled greeting. Then the number was provided and call was placed. All that was shown on customer's screen was, "ringing 1...2" and nothing else. The customer then typed, "hello are you there q" and received no further response for approximately 3 minutes. Stated that there is no rain <del>per storm so bad line can not be attributed to this</del>	01/16/07	Apologized to the customer and assured of follow up via letter per request. Agent stated that she has experienced several call drops this morning and was coached on call drop procedure. Letter was written up and mailed.
01/11/07	Called doctor's office, long wait and confused with answering machine. Customer was told they were holding for a live person. Asked for supervisor. Agent hung up.	01/11/07	Team Leader followed up with agent about proper answering machine procedure and proper recording procedure.
01/05/07	Voice customer unable to complete call via IN Relay to TTY user agent and customer hears recording "number disconnected or no longer in service" customer can call direct and hear TTY tones without problem but not via Relay.	06/01/07	Apologized and advised that complaint and trouble ticket would be entered. Follow up requested. RPM called the customer and left a message informing that the complaint was resolved and the phone number he tried to contact was not related to COC, but confirmed that the phone number that he tried to contact is actually no longer in service.

01/01/07	Customer was upset that operator did not call through. He thought the operator was rude.	01/01/07	Supervisor, who witnessed the call, spoke with customer. Operator didn't do anything wrong. The customer gave too many number to dial out. Non-agent error.
01/01/07	Caller gave agent number to dial and waited for 3 minutes for a response. Asked for supervisor and had to wait for a long while for a supervisor.	01/01/07	Team Leader met with agent about complaint and went over process for directory assistance with agent. Agent did remember the call but was confused as to what customer was asking for. Called over supervisor, but person hung up before supervisor could assist.

Indiana Relay Service – June 1, 2005 through May 31<sup>st</sup>, 2006

1. Total Number of TRS complaints:   61

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/02/05	CapTel: Disconnect/Reconnect during calls.	06/02/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.
06/07/05	Voice customer said that the agent was rude. She said she kept giving the number to dial to the agent and there were high pitched tones on the line. She said the agent said something like "No response disconnecting". I apologized and told her there may have been some kind of technical problem and that we would follow up with the agent.	06/07/05	Agent did not hear voice customer. It may have been technical issue. Agent was coached to wait longer and listen for voice before switching to TTY.
06/15/05	Customer stated that at 11:38am a call was placed and felt that agent 1551 typed partial recorded message and redialed without their permission or per their instruction. No follow up necessary.	06/15/05	Supervisor clarified that the agent followed proper protocol when the agents utilizing the recording feature in which the recorded message was being relayed and during this process the voice person answered the phone. Agent then typed and notified the caller "One moment agent will redial for a live person" which is a correct procedure. The customer disagreed and disconnected.
06/18/05	VCO customer called in to say that agent 6021F was not able to type his answering machine message fast enough and the answer machine hung up. When agent redialed to get the rest, the message had been deleted. Called for the supervisor and there was garbling so the customer could not understand what was going on, that is when the customer was transferred to customer service. Apologized to the customer. Customer service also emailed the technician about the garbling issue. Customer would like Account Manager to email him with a follow up.	08/25/05	Account Manager sent an email to the user explaining what happened during the call that the operator wasn't able to follow the instruction given by the user due to the garbling. Advised the user to contact Sprint again if the garbling persists.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
07/14/05	Caller used TTY and VCO on calls is upset with agent slow typing and agent did not respond for 3 minutes. Caller berated agent during call asking what the hold up was. "Agents need more training and supervisors are just as dumb as agents." The customer service representative assured the customer that the supervisor will follow up with the agent.	07/14/05	Supervisor followed up with agent and coached on keeping the caller informed. The agent was reminded to ring bell whenever he had a problem on the floor and the supervisor would have been able to help.
07/16/05	The agent would not repeat what the TTY user had just typed, instead said "relay cannot get involved in the conversation." Since it was something that had just been typed the "two line" rule should have applied. Apologized for inconvenience, forwarded to proper center. No follow up requested.	07/16/05	Supervisor coached the agent on proper protocol.
07/20/05	TTY user complained that it was not fair that a deaf person can not dial '311' just like a hearing person. Apologized explaining that relay does require a 10 digit number, but that 911 can be accessed with relay. No follow up requested.	07/20/05	Account Manager not able to follow up with the customer as no contact information was given to the Customer Service representative.
07/23/05	Voice caller said that earlier today a TTY user called relay, reached her answer mach and said that the voice caller hung up. Voice caller was not home. Apologized for inconvenience. No follow up needed.	07/23/05	Agent does not recall having a problem with this call. Coached agent on sending proper macros and keeping customer informed.

07/23/05	Voice caller said that a TTY user called the relay and reached her answering machine and the message said that the voice caller hung up on the user. Voice caller was not even home and the relay reached her answering machine. Apologized for inconvenience. No follow up needed.	07/23/05	Agent was coached on the proper answering machine procedure.
07/26/05	CapTel: Accuracy of captions.	07/26/05	Explained captioning process. Apologized to customer for their experience. Asked customer to log any further problem calls and report.
07/26/05	CapTel: Captions lag too far behind voice.	07/26/05	Explained captioning process. Apologized to customer for their experience. Asked customer to document the date* time* and agent number when captions are inaccurate so we can further investigate.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
08/01/05	Customer gave agent number to dial 3 times. Agent didn't respond then after a long pause asked TTY user to repeat the number. Apologized for the inconvenience and said would pass on to the immediate supervisor. Follow up was requested, but no phone number was given.	08/01/05	Agent never received number to dial and followed proper procedure to receive the number to dial and dialed out. No phone number was listed and follow up was not possible.
08/01/05	Caller said agent asked him three times to repeat number gentling to. The caller stated that he has had problems with all agents requesting him to repeat numbers. Apologized for the problem. Follow-up with customer is not required.	08/01/05	Agent coached on proper procedure regarding solving garbling issues.
08/04/05	Voice person asked agent to repeat because she couldn't hear agent. Agent wouldn't repeat. Apologized for inconvenience; said would pass on to immediate supervisor. No follow up needed.	08/04/05	Supervisor met with the agent, but did not remember the call. Coached agent on always voicing a conversation loud and clear.
08/09/05	Caller said agent typed too slow and kept typing "one moment please, one moment please" Wanted to know why agent could not keep up with his conversation. Apologized for the problem. No follow-up required with caller.	08/09/05	Agent types at appropriate speeds when tested. Agent followed proper procedures by pacing when needed and used the appropriate phrasing to pace. Not an agent error.
08/14/05	Voice customer called to report garbling problems with mother's VCO Ameriphone. She says this has only been a problem today. Her mother can not read what relay is typing to her. Apologized and offered solutions for the garbling, including reducing background noise and checking line connection. Made a test call and did not have any garbling issues. Opened a trouble ticket and a follow-up was requested.	08/14/05	Technician explained to the user needed to press the 'release' button to reduce the amount of static and noise in the background to fix the garbling issue. The Account Manager called the user's daughter and confirmed that the garbling issue has been resolved and it hasn't happened again.
08/15/05	TTY customer states that this agent mis-dialed a call that was long distance and caused much confusion during the entire conversation when the call was finally placed. Customer no longer wishes to place calls through this center due to many problems with these agents. Apologized to the customer. No follow up requested.	08/15/05	Agent coached on the proper long distance procedure and double check the numbers being dialed.

08/17/05	TTY customer called to complain that, when asking to dial directory assistance, the agent typed "City and State?" before dialing out. Apologized. Explained that agent should only ask information as asked by DA recording and/or operator. No follow-up requested.	08/17/05	Agent coached to not prompt TTY customers for information prior to dialing out.
08/17/05	VCO user complains she is unable to make and receive relay calls due to caller ID not transmitting either way, but she gets a recording preventing her calls. I apologized for the problem, advising customer to use the VCO #, answer incoming calls "Hello VCO GA" and test called her # successfully reaching her, and entered a trouble ticket. Customer does want a call with the resolution.	08/17/05	Customer information did not appear to be updated in both database files. Updated customer record to show caller ID allowed. Account Manager called and talked with the customer's husband to confirm that the problem has been fixed.
08/24/05	Customer gave instructions to ask for the dad and agent did not follow instructions. Apologized and thanked the caller. No follow up needed.	08/24/05	Agent contradicted voice user's complaint. Coached agent on proper procedures.
08/25/05	CapTel: Accuracy of captions	08/25/05	Thanked customer for feedback and reported incidence to captioning service Call Center management for follow up.
08/29/05	The agent did not type complete conversation. TTY user did not understand outbound party due to omissions. Agent did not respond for 5 minutes. TTY user hung up. Thanked caller for feedback. No follow up needed.	08/29/05	Supervisor reviewed proper call processing procedures with the agent as well as the need to pace the voice. The agent understands the importance of typing everything verbatim that the agent hears the voice say and in the background. The agent will get a supervisor and fill out a trouble ticket in the future if they encounter any technical difficulties.
08/29/05	VCO user states that they had garbling problems during their call with agent 7718M. Apologize for the problem and turned in a trouble ticket. Customer said they would be available for the technicians if they had any questions.	09/14/05	Technician was able to reach the caller to reproduce the garbling issue. Technician has attempted to contact for three days according to the issued trouble ticket.
08/30/05	The caller reports that the agent seems to need training on processing VCO calls. His girlfriend cannot hear him speaking during the relay call. Also, he does not like changing agent during the call. Apologized for the inconvenience and referred caller to the Account Manager to discuss policy of changing agents during the call. Told him the report would be sent to the call center supervisor. No follow up requested.	08/30/05	Agent was not working at the time of the complaint filed nor prior to the time of complaint filed so the supervisor was not able to follow up. The Account Manager could not reach the customer after three attempts.
08/30/05	The caller reports that the agent seems to need training on processing VCO calls. His girlfriend cannot hear him speaking during the relay call. Also, he does not like changing agent during the call. Apologized for the inconvenience and referred caller to the Account Manager to discuss policy of changing agents during the call. Told him the report would be sent to the call center supervisor. No follow up requested.	08/30/05	Agent number has not been assigned at this time. Account Manager tried to contact the customer but calls have not been returned.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
09/06/05	VCO user complained that when she asked agent after the call how the other person did but the agent refused to tell her stating that she could not get in to a personal discussion with the caller. Apologized for the problem. Customer did not request follow up.	09/06/05	Followed up with the agent about this complaint. Operator offered voice tone description of the called party. Customer asked for evaluation of voice user performance. The agent followed the proper procedure. Customer was asking for information that the agent was not allowed to give.

09/06/05	VCO user called to complain that when she asked the agent a question about how the person she called sounded the agent called the supervisor. The caller complained that the floor supervisor was rude to her and told her that the agent was right that she could not ask how the other person sounded after the phone call. Apologized for the problem. Customer did not request follow-up.	09/06/05	Followed up with the agent about the complaint. The agent offered voice tone description of caller. Customer asked for evaluation of voice user performance. The agent has followed the proper procedure. Customer was asking for information that the agent was not allowed to give.
09/17/05	VCO customer states that during a very short conversation with her caller this operator typed, "Get off the phone", in his own words. Customer was very upset, and as a result, hung up the phone. Customer text messaged her caller without using the relay and confirmed that her caller did not say "Get off the phone" for the operator to type. Apologized and assured this matter would be taken care of by the operator's supervisor. No follow up requested.	09/26/05	Met with the agent. Coached the agent to ensure that this doesn't happen again. The agent was placed on written level of corrective action.
09/17/05	VCO customer stated that after a conversation the caller contacted them by different means and stated that this operator was "chomping" in their ear during the entire conversation. Customer was not sure if operator was chewing gum or not but states that it was very unprofessional and distracting. Apologized for the problem. No follow up requested.	09/17/05	The supervisor met with and coached the agent to ensure that this doesn't happen again. The agent was placed on written level of corrective action.
09/21/05	VCO Customer received garbled messages when using the relay service. Apologized for the problem and opened a trouble ticket. Follow up required by the Account Manager for the problem resolution.	09/29/05	Technician and caller conducted test calls and no garbling occurred during the test calls. Technician was unable to reproduce the garbling issue. The caller was advised to call for a supervisor when garbling occurs during a relay call. Account Manager advised the caller that sometimes Ameriphone VCO phones experience garbling.
09/21/05	Customer calling from her work line at the doctor's office trying to reach the relay service and the agent tries to dial out gets disconnected. This has happened several times on several attempts. Caller was not able to complete the call. The customer service representative was able to make the call for the customer. Apologized for the problem and assured that a trouble ticket would be sent on the problem. Follow up requested when the problem is fixed.	09/23/05	Technician was able to pinpoint the disconnection issue. At the gauntlet's office, voice co-workers hung up every time they heard TTY tones. Technician explained how the relay service worked and closed the trouble ticket. The caller has been notified.
09/29/05	VCO customer unable to call daughter problems for past two months as the agents heard the recording "does not accept unidentified calls" calls can be made direct dialed without any problems. Apologized to customer for problem encountered advised complaint and a trouble ticket would be entered. Customer requested contact.	09/29/05	Technician conducted test calls and confirmed that the number the caller has been trying to call has a privacy feature provided by the local telephone company. The privacy feature needs to be disabled to ensure that the relay calls will be processed through. Account Manager advised the caller to work with the local telephone company to have it resolved as the problem does not lie on the relay side.



Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
10/05/05	Voice caller complained her daughter received filthy threatening calls via relay. Customer wanted a copy of the conversation for police, and feels the language should not be allowed and never repeated to anyone. Apologized, explaining nature of relay. No contact wanted.	10/05/05	Acknowledged the customer's concern
10/16/05	Customer's notes explain that he uses TTY and sometimes VCO. The customer explained that the agent needed an additional training so she can be think quicker and type faster. The customer was also frustrated because the agent didn't open the voice line when he requested it. Customer started by using TTY; on this particular call the customer wanted his caller to hear his voice. Apologized. Follow up requested.	10/16/05	Agent was coached regarding reading customer notes and switching from TTY to VCO. Attempted to contact customer 3 times, but was unable to reach the customer.
10/24/05	TTY caller stated that this agent did not repeat everything verbatim and that the agent added their own ideas/words into the conversation causing customer's husband to leave work at mid-day and lose pay and come home. Customer stated they have a printed copy of the conversation. Apologized to this customer for the problems caused. Follow up from a supervisor and/or an Account Manager requested.	10/24/05	Reviewed proper call processing with the agent. She understands and will continue to follow verbatim guidelines. Supervisor initially to contacted the customer and requested for more information. The customer noted that they would mail the information. The information was never received so attempts to contact the customer again occurred without success.
10/25/05	A TTY customer called to say the agent was not paying attention during a long-distance call. There were long delays between "GA"s and even after customer typed, "Agent are you there?" there was a very long delay before reply. Apologized. Offered to credit call if she sends in her bill. Follow-up requested.	10/25/05	Agent did not remember the call. Coached agent on staying focused on calls at all times. The customer could not be reached after three attempts.
10/25/05	CapTel: Captions lag too far behind voice.	10/25/05	Customer shared feedback regarding captioning speed. Customer Service Representative thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff.
10/27/05	CapTel: Captions lag too far behind voice.	10/27/05	Investigated incidence. Identified technical difficulty at the agent's work station and apologized to the customer for this occurrence.
10/31/05	Agent kept interrupting me. They made me lose my train of thought because they couldn't keep up. Thanked customer for letting us know and noted that we would forward this to the appropriate supervisor. No follow-up requested.	10/31/05	Agent was tested on speed and accuracy of typing and met both requirements. The agent was encouraged to constantly work toward increasing typing speed and accuracy. The agent also followed the proper procedure in slowing down the voice user.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
11/04/05	Voice customer called in to say that the agent paced her by saying "slow down, slow down... I must type everything you say..." The caller then lost her train of thought and asked the agent what her last words were. The agent did not tell her but continued to type. The supervisor spoke with this person and took the complaint. Customer does not need a follow up.	11/04/05	Agent was coached on using standard slow down and standard phrasing in order to type a call verbatim without interrupting a call.
11/21/05	Account Manager received an email from customer saying that agent left this message on TTY answer mach: auto answer on relay indicator 6344F with a message that was not readable. The customer feels that agents need more training.	11/21/05	Reviewed complaint with the agent. Agent did not remember call. Reminded agent to ring for supervisor if there is a problem. Supervisor thinks that it may have been garble, as the auto-macro sent at beginning of the call.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12/20/05	CapTel: Caller ID	12/21/05	Advised customer how to call to the "Do Not call" Registry.
12/22/05	CapTel: Accuracy of captions.	12/22/05	Customer shared feedback regarding accuracy of captions. Customer Service representative apologized for incidence* thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/11/06	Agent told the caller she was unable to access his voice mail because she didn't know how to enter a plus sign after the 4-digit pass code number. The customer wants to know why the agent sees a plus sign in his notes. Apologized. Customer requested follow up.	01/11/06	E-mailed customer and advised this was due to internal procedure. His note has been updated. Apologized to the customer.
01/11/06	Customer had asked agent to dial 800 number. After it rang 10 times, customer asked agent to try again. Agent took a long time to answer. Apologized for inconvenience and said someone would follow up with agent.	01/11/06	Agent was met with and coached to pay 100% attention to calls. The Agent was also reminded to keep the customer informed if there is going to be a delay in processing a request. A follow up letter was sent 1/20/06.
01/31/06	CapTel: Disconnect/Reconnect during calls.	01/31/06	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
02/08/06	Caller said agent misspelled a word 3 times and caller asked for a different agent to continue his call. Caller said agent got all upset and refused to call a supervisor when caller requested it. Caller said the agent hung up on him. The call took place two weeks ago and he just had not had time to call in about the problem until today. Apologized for the problem and let caller know a complaint would be filed No follow-up required on this issue.	02/08/06	There is no agent with that number. Unable to follow up with complaint.
02/09/06	CapTel: Captions - dropped characters/garbled text.	02/09/06	Sent an email explaining how the CapTel works and how the quality of the phone line affects the quality of the captions. Explained how to contact the phone company to have them check the quality of the line. Also sent directions for how to do a hard reset.
02/21/06	VCO customer said they asked the agent if they could hear the customer and the operator did not respond. The customer stayed on the line a long time with no response from the agent. Apologized to customer. No follow up requested.	02/21/06	Discussed with the agent. Possible trouble with VCO calls coming in on wrong line. Technicians worked on the problem and rebooted the PC and switch at the center.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
03/06/06	VCO caller reported that his friend could not reach him through IN relay because the agent always reaches fast busy signal. Placed test call through IN Relay the agent dialed and reached fast busy signal. Placed another test call direct from TTY and the call went through just fine. Told caller would enter trouble ticket to resolve the technical problem. Follow up requested.	03/06/06	Technician was able to resolve the fast busy on the following day by setting up the dialing procedure thru a specific carrier selected by the caller. A message was left on caller's voice mail with my contact information.
03/09/06	VCO customer branding and database notes did not appear to the agent. Apologized for problem all Customer Database info appeared to Relay Customer Service. Advised complaint and trouble ticket would be entered regarding this issue. Customer did not request contact.	05/22/06	Technician identified the isolated incident and rebooted the agent's computer. No followed up as requested by the caller.
03/12/06	The agent was very rude, would not respond to voice person who needed to get to another phone. Voice person asked for supervisor but agent would not get one. Apologized to caller and her concerns would be brought to the agent's supervisor. Customer wanted their concerns about being more courteous brought to all agents.	03/13/06	The call center assigned with the ID number range is not open weekends; in addition the agent ID number identified by the caller is not assigned to any employee. No additional action.
03/16/06	VCO user called in multiple times to place important call. Agent was "ignoring" caller and repeating questions to him after he gave the number multiple times. When phone was ringing, the agent did not inform caller and disconnected customer while still on the line.	03/18/06	Agent was coached to keep caller informed during call and to never disconnect callers. The agent was asking the caller to repeat the number because the phone was cutting out making it hard to understand. Again, the team leader coached the agent to get a supervisor involved when this happens so we can inform the caller as to what is going on and document the technical difficulties.

03/21/06	CapTel: Disconnect/Reconnect during calls.	03/24/06	Disconnect/Reconnect-Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce disconnections.
03/30/06	Customer can not reach relay when calling on her Vonage VOIP phone. She can call other numbers but can not reach 1 800 743 3333 relay number. Apologized for the problem and assured that a trouble ticket would be sent to the technicians to investigate further.	04/04/06	Technician contacted Vonage and conducted successful test calls to 800-743-3333 from Vonage phones. Vonage recommended that the customer to take some corrective actions at home to make it work. Customer has been contacted with the information to correct the problem and referred to Vonage for further assistance.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
04/20/06	CapTel: Service - General	04/24/06	Inbound call technical problem reported at 11:32 AM on 4/20/06. The problem was resolved at 1:52pm by CapTel technical support.
04/20/06	CapTel: Service - General	04/20/06	Inbound call technical problem reported at 11:32 AM on 4/30/06. The problem was resolved at 1:52 PM by CapTel technical support.
04/20/06	CapTel: Service - General	04/20/06	Inbound call technical problem reported at 11:32 AM on 4/20/06. The problem was resolved at 1:52 PM by CapTel technical support.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/03/06	CapTel: Disconnect/Reconnect during calls.	06/05/06	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
05/05/06	The agent was using record feature to pause/play recording and when pressing to get back to "real time" the recording was muffled and hard to understand. Customer is concerned that this may be a network problem and would like response via email.	05/05/06	Technician conducted test calls from the agent's PC and found no technical issues. It could be an isolated incident. No action taken. Email was sent to the customer by the Account Manager.
05/27/06	Customer states that when asking the agent to retrieve his voice mail messages that agent got TTY tones so loudly that it was hard for her to complete the call. Thanked the customer for letting us know and assured that the problem would be investigated further and that the complaint would be sent in as stated. No call back requested.	06/14/06	Technician could not duplicate/reproduce the problem as described. Account Manager contacted the customer's co-worker to get better understanding of the ongoing problem and it was learned that the loud tones was not the TTY but the customer's old hearing aid that was making high pitched noises. It was very possible that the agent heard this instead of TTY tones. The customer was having his hearing aid fixed when I talked with him.

[illegible]

Other Problem Type Complaint	0	0	0	0	0	2	0	1	1	0	0	1	5
<b>TOTAL</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>0</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>7</b>	<b>2</b>	<b>32</b>

#### TECHNICAL COMPLAINTS

Lost Branding	0	0	0	0	0	0	1	0	0	0	0	0	1
Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0
Line Disconnected	0	1	0	1	0	0	0	0	0	0	0	1	3
Garbled Message	0	0	0	0	0	0	0	1	1	1	3	4	10
Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0
Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Technical Type Complaint	0	2	0	0	0	0	0	0	1	0	0	1	4
Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0
Regional 800 Calls	0	0	0	0	0	0	0	0	0	1	0	0	1
Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>19</b>

#### MISC COMPLAINTS

Rates	0	0	0	0	0	0	0	0	0	0	0	0	0
OSD	0	0	0	0	0	0	0	0	0	0	0	0	0
No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0
Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0
Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	1	0	1
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>

<b>TOTAL CONTACT</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>11</b>	<b>8</b>	<b>52</b>
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**Complaint Tracking for IN CapTel (06/01/2004-05/31/2005). Total Customer Contacts: 7**

<b>Date of Complaint</b>	<b>Nature of Complaint</b>	<b>Explanation of Resolution or Status</b>	<b>Date Resolved</b>
7/1/04	Accuracy of Captions	Customer shared feedback regarding accuracy of captions. Customer Service Rep thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. CapTel user has no CA numbers.	7/1/04
7/20/04	DTMF Tone Interference	Tech Support adjusted DTMF tone pass through. Confirmed resolution was successful.	7/20/04
7/22/04	Disconnect/Reconnect during calls	Noted that one call as the only one being a problem. Concluded that call routing had a poor link that caused disconnections.	7/22/04
7/28/04	Dialing Issue	Advised user to dial entire 10 digit string for local calls for an interim period. Tech support implemented technical solution with 24 hours.	7/29/04
2/14/05	DTMF Tone Interference	Tech Support adjusted DTMF tone pass through. Confirmed resolution was successful.	2/14/05
3/28/05	Inability for CapTel users to reach the data toll free number	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.	3/28/05
5/2/05	Disconnect/Reconnect during calls	Caller ID unit was causing disconnect/reconnect. Customer changed physical set-up of CapTel relative to Caller ID and problem resolved. Customer confirms problem has not re-appeared.	5/3/05

**Complaint Tracking for IN TRS (06/01/2004-05/31/2005). Total Customer Contacts: 45**

<b>Date of Compl.</b>	<b>Nature of Complaint</b>	<b>Date of Resolution</b>	<b>Explanation of Resolution</b>
01/12/05	VCO user has had problems regarding CAs not being able to hear the messages on his voice mail. He always gets response from CAs that they can not hear the voice person it is either garbled or mumbled. The VCO user has had SBC technician look into his phone line and they say there is nothing wrong with it. The phone goes through the computer. He is using Ameriphone "Dialogue VCO". There is most notably a problem with garbling when calling a specific number.	01/12/05	The supervisor spoke with CA 1641 regarding this issue and she said the message that she tried to retrieve for the VCO user had a fast speaker who mumbled on the voice mail but other than that the line seemed fine. Caller wanted email to both of the email addresses listed while calling somebody. Technician called the customer explaining several factors of garbling and advised to have the line checked. The number belonged to a coffee shop so noise background is the potential cause of the garbling issue.
01/17/05	Agent was too slow to reply to the request for a supervisor by the caller. Apologized to customer. No follow up requested.	01/17/05	Agent remembered this call. Agent stated they were waiting for the outbound to hang up when inbound asked for a supervisor. Agent was coached on responding in a timely manner, keeping inbound informed and to stay focused on the call at all times.
01/22/05	Customer said he gave the agent the number to dial and it was wrong and he said (a curse) word by accident and the operator said I don't need you cuss-in at me you stupid mother ... (did not say the next word). I didn't appreciate that at all. I call here all the time and don't get this. I shouldn't have said that but she shouldn't either. Apologized. No follow-up requested.	01/22/05	Agents reminded through written communication on how to treat customers in general as current agent number listing as unassigned. Agents reminded on the importance of positive phone image and exuding professionalism. Team Leaders focused on developing agents in courtesy in handling customers. Customer follow up is not requested.
02/03/05	Customer states that this agent did not know how to transfer them to relay customer service. Customer also stated that this agent did not know that 411 is directory assistance and how to dial directory assistance when 411 was asked for. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in for the agent to reminded of how to access both Directory Assistance and Customer service. No call back requested	02/28/05	Agent is aware of how to dial DA and that 411 is DA, however agent did not know that it is now permissible for the agent to take the initiative and dial DA with a customer only putting in "411". In the past agents had to wait for the customer to type the actual words "directory assistance" before dialing out. Agent has been coached on the updated procedures.
02/19/05	Customer states, Operator 6223 could not connect my call from Indiana to South Carolina but when I hung up and got operator 4071 the call went through just fine. Also, the operators type so slow, I type 70 WPM, these operators need to type faster. Apologized. No follow up requested.	02/19/05	Agent could not remember call. Reviewed proper procedures with agent.
02/25/05	An Indiana voice user called and said that he could not hear the agent and when he asked her to turn the volume up she got all huffy and did not turn the volume up.	02/25/05	This agent ID number is currently unassigned. the customer did not provide follow up info, therefore further investigation is not possible.
02/26/05	Agent made a child cry in a call on 2/24/05. Thanked caller for feedback and would forward information to that agent's supervisor. No follow up needed.	02/26/05	Agent and supervisor remembered this call. Child was playing on phone and could not or would not provide a number to call. Child hung up on agent and supv while they were trying to assist them.
02/28/05	Customer states agent hung up before confirming a msg had been left. Apologized and offered to call again and leave same msg to be sure it was left. Assured caller that agents supv would be informed. Follow up requested.	02/28/05	Met with agent who does not remember this specific call. Reviewed with agent the importance of keeping all customers informed, per relay procedures and the consequences of disconnecting calls. Emailed customer - email returned undeliverable Called customer - Informed customer of the coaching of agent and also made sure that the supervisor had in deed made sure the customers msg had been left. Customer satisfied.
02/28/05	Indiana VCO Customer is having garbling issues. She said this happens all the time. She also said that she did not have any garbling while talking to Customer Service. I apologized to the customer and told her I would turn in a Trouble Ticket which I have done. The trouble ticket number is I002401772. Customer does not need a follow up.	02/28/05	Account Manager not able to reach customer. Given number was a fax number. Sent a fax with the manager's contact information in case the customer continues to experience garbling so the trouble ticket can be re-opened.



03/16/05	Customer receives garbling on local and LD calls through relay. On going issue. Has calls with turbo-code disabled. Customer requires technical assistance and follow up. Advised customer technical support and follow up will be requested. Trouble ticket 1002435765 was issued.	03/16/05	Technician contacted customer. Test calls were conducted and the customer's TTY provider was contacted for support. It was determined that issues are equipment related and a repair is required. Customer requests follow up from Account Manager concerning equipment issue. Account Manager was not able to reach customer after three attempts.
04/05/05	A TTY user called to complain that he was receiving garbled messages when calling long distance. The customer called twice with the same result: the message was garbled "on both ends," and the customer reported it "would blank out on the screen." Apologized for trouble. Opened TT#002475160. Also referred to Ultratec (the TTY manufacturer) for further investigation. No follow-up requested.	05/27/05	Called and left message on customer's TTY answering machine. The machine worked fine when the message was left. Advised customer to contact IN Account Manager directly if the garbling comes back.
04/10/05	A VCO customer called to complain that the agent was not keeping him informed in the call. He said she did not type the ringing macro and did not keep him informed when the party hung up. Apologized to customer. No follow-up requested.	04/13/05	Met with the agent, stated she is not really sure about this call. She stated perhaps the phone was answered without time to send the ringing macro and she always send the macro letting customers know when outbound has disconnected. Agent does know the importance of keeping customers informed at all times.
04/12/05	A IN VCO customer called to say that the agent typed very slow and when requested a supervisor agent did not respond. RCS Apologized for the handling of the call No Contact requested	04/21/05	When the call dropped in according to this CA, the VCO customer commented and filed the complaint against a different CA who took the call previously. The first CA who took the call is in question as we do not know who it was because no ID number was provided. Since no ID nbr. was given by the customer, this complaint is closed.
04/12/05	A IN VCO customer called to say that the agent was typing very slow and when customer ask for a supervisor no response from agent. RCS: Apologized for the handling of the call. No contact requested	04/20/05	Met with CA. Coached on always to get a supervisor. CA understood.
04/13/05	TTY customer unhappy that agents will not process multiple calls with same message customer provides multiple names and phone numbers and one message so the agents make the calls using the same message customer reports some agents will accommodate the request but other agents will not customer requests Relay be more accommodating and use judgment when making calls (advised customer Relay rules dictate the caller provides info for each call when the call is made customer requests rules be changed). Customer requested contact.	06/01/05	Account Manager called and left a message on customer's TTY answering machine. Explained that it is the policy and procedure for the operators to follow and Sprint and FCC do not allow them to process multiple calls using same message to multiple numbers at once. Left the contact information for the customer to call back if necessary.
04/14/05	A IN VCO customer called to say that the agent was typing to fast and did not follow database instructions to slow typing down to 40 wpm. RCS: Apologized for the handling of the call. No Contact Requested	04/14/05	I assisted on this call due to a record feature issue. The CA had read the notes but was then given other information and forgot to reduce the typing speed. She is aware of the importance of following customer instructions and is aware of how to reduce the typing speed. I did apologize to the customer at the time for the error and then transferred to customer service.
04/20/05	Customer states that this agent was not properly trained in how to process a VCO call. He typed to the agent that he would be voicing now and he never got any response from the agent at all after voicing. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. Customer did request a call back from a supervisor	04/20/05	This agent actually called me over on this call. She did give him the (voice now) and he began typing so she voiced the message he typed. Each time that the voice person gave the GA for the vco to talk the CA would follow procure to open the voice path for the VCO to talk and he would again begin typing. CA followed correct procedures. The supervisor tried at several attempts to contact customer but there was no answer or an answering machine.

04/20/05	Customer is getting garbling so badly that she cannot use her phone at all anymore. It was working fine for years and since 6 weeks ago something happened that she cannot use her phone at all. She gets symbols and numbers in the middle of letters and cannot read the text. She does not have any loud noises near the phone. She uses the phone in the same way she always did - something has happened that needs fixed in the system. She turned in a previous complaint and nothing was fixed. The phone is new and is not working at all. RCS response: Thanked customer for letting us know and assured that a trouble ticket would be turned in again. The customer wanted a call back.	06/01/05	Account Manager has advised the customer to have the equipment checked or replaced. The VCO phone is more than 8 years old and it may be the only contributing factor to the garbling problem. InTRAC who manages the telecommunication equipment distribution was contacted and a new equipment was shipped to the customer.
04/20/05	VCO customer reports agent processed VCO to TTY call but when TTY answering machine was reached the operator advised a message could not be left VCO to TTY (advised complaint would be forwarded to management). Customer requests contact.	04/20/05	Spoke with CA. She was following proper procedures. Unable to leave a VCO message on TTY answering machine. Customer Service still needs to contact VCO user for requested follow-up. Account Manager sent email to the customer and apologized. Explained that it was technically impossible for VCO users to leave messages on TTY answering machines.
04/25/05	Customer very frustrated. Claims when she places relay calls all of a sudden she'll receive garbling, just a bunch of numbers that make no sense. She is positive there is nothing wrong with her phone and it is the relay computers that are doing this. While I was taking her complaint she experienced it and I disabled Turbo Code and also had to keep lowering the WPM when it would reoccur. She is very frustrated and wants this looked into so it won't be so hard for her to make calls.	04/25/05	A trouble Ticket #2514912 concerning this issue was issued and the customer was advised that someone would get back to her as to the results of the issue. A message was left on customer's answering machine several times letting her know that our technicians changed the routing number and there should be no garbling for her. The manager's contact information was left for her to call with any questions.
04/26/05	He said that his grandpa called into relay to call his wife who is deaf. Grandpa stutters and the operator started to call him stupid and ignorant. He then took phone from Grandpa to find out what was going on and then the operator told him they needed to get someone who was intelligent enough to give a number before calling relay because she was tired of dealing with ignorant people. He said he did get rude back with her, then a supervisor came on the line and backed up operator and started agreeing with her that they were too stupid to use relay they shouldn't call. When asked for operator numbers they said the didn't have to give it to him and that they were located in ND.	04/27/05	Apologized to the customer for the treatment he received. Advised since there was no accurate operator number or Center location was not sure how far we could research the incident. Advised would do a customer contact on it and have someone follow up with him. At first he was upset but by the end of taking the complaint he had calmed down and was satisfied as long as we would get back to him and let him know what we discovered. He would prefer contact through email and he would definitely like account manager response to this. He was very angry. Account Manager emailed and apologized for the incident. Offered customer to contact him directly if it happens again and explained the importance of keeping track of the relay operator numbers.
05/01/05	Customer called in complaining that he is receiving garbling. Sometimes he just gets numbers and symbols and is very frustrated. He does not feel this is his equipment since it is fairly new. He would like this researched and then contacted as to why this keeps happening. The operators are disabling turbo code and lowering typing speed and he still will receive the garbled messages.	05/01/05	Apologized to customer for the inconvenience and advised that this will be researched and he will be contacted regarding this issue. A trouble ticket was issued. The technician called the customer 3 times and he stated that he could not read what the CA was typing to him as it was all garbled. I also called him on CapTel, but he could not hear me and does not have a CapTel device. I sent him a letter explaining that he needs to contact the company that manufactured his TTY to help him set it up. The technicians tested it from relay and found it was a problem with his TTY. This case is closed.
05/02/05	IN VCO customer is having garbling issues when using agent 3094F and agent 1757M. On a call the customer made to me a half hour later agent 1503F there was no garbling. I apologized to the customer and I also gave him follow up on the ticket I turned in on March 12th. That ticket was closed because the techs could not reach the customer. The TT for this complaint is I002529289. Customer definitely would like follow up.	05/02/05	Technician communicated with the customer via email. Customer has Ameriphone VCO Dialogue which has a history of garbling problems. Customer has DSL line hooked up to the same number. Technician explained that garbling has many contributing factors such as background noises, static line, and others. Customer will gather more information and get back to the technician for further test calls. There was no garbling when the customer talked with the customer service representative and the technician.

05/02/05	IN VCO customer getting garbling when using agent 1757M. Customer called customer service back a half hour later with more info, was using agent 1503F and said there was no garbling. I apologized to the customer. Customer would definitely like follow up. TT number is K64665619.	05/02/05	Supervisor explained that background noise in the consumer environment as well as on the phone line and how both can cause garbling. Advised the customer to make sure there isn't any appliances on nearby or people being loud and/or call phone company to have the line checked. Also mentioned hitting the space bar and how that sometimes will rectify the situation on its own. Provided the direct VCO number and explained how that works for VCO only. The supervisor offered her number if the customer wanted to call back as well.
05/05/05	VCO customer experiencing garbled messages for past 8 weeks has used IN Relay for 8 years without a problem until past 8 weeks (previous complaint K64635122 with trouble ticket has been entered trouble ticket closed as "nothing can be done about garbling on the end user's line" customer reports the problem is with Relay and not with her equipment" customer has Ameriphone VCO advised customer complaint would be forwarded to IN Account Manager) Customer requests contact	06/01/05	Customer VCO phone is more than 8 years old. It may need to be checked or replaced. Sprint referred the customer to InTRAC for free equipment. InTRAC has shipped the new equipment as soon as they received the application from the customer.
05/13/05	Customer Complaint: Customer reported that a call was placed to 574-206-8718 through Relay. He informed the CA that the call was going to be sexually explicit before dialing the call. The call was continued by 2 more operators and the person called was upset that 3 different operators took over the call. The person would not answer TTY now because the way the call was handled "frightened" him. The third operator is the number provided. Also spoke to supervisor Tanya (1585). Call originated approx. 12 a.m. Customer Service Response: Call was taken by relief agent for CS and report sent to CS for processing. Follow up requested ASAP.	05/13/05	The CA's are required to take breaks when they are scheduled for them This call was very long and the CA's were doing the agent switches to meet their breaks or to go home. The CA's were following procedures for agent switch due to breaks and end times. The supervisor called the customer and explained the policy that the operators are to follow. The customer vented for a while but at the call the customer was OK with the policy.
05/15/05	A VCO customer called to complain that when she calls Relay Indiana her number is showing up as "blocked" and thus rejected when she dials to her friend. Her friend does not have any anonymous call rejection feature on her phone. Apologized to customer. Suggested trying *82 before dialing relay. Opened TT#1002556602. No follow-up requested.	05/15/05	This is an issue which is affecting users platform-wide. The technicians have researched information on these calls and turned it over to the Tier-3 technical support group. Technician & Implementation team are continuing to investigate what is causing this issue. As more information is gathered, the technicians will report to Customer Service. Account Manager attempted to contact the customer on the status of the trouble ticket but there was no answers.
05/31/05	Upset because agent was talking while placing the call. Apologized for inconvenience. No call back needed.	05/31/05	Agent was still in training taking live calls. The voice person gave agent a lot of directions. A mentor was assisting trainee with call on how to set it up. Coached agent about talking on a call.
06/02/04	Voice person called TTY user's phone. TTY customer picked up, Agent Typed hello are u there...and did not leave msg: TTY user upset that no msg was left and did not keep TTY user informed.	06/04/04	What was said to customer: Supervisor said I would press complaint to agents supervisor. Follow up with Agent. CA remembered the call. CA always asks if user wants to leave a msg and if not then don't leave msg. CA modify to what customer wants. Told CA to make sure to follow customers instructions
07/16/04	Voice customer called in to complain about agent stating that the agent did not follow customer's instructions when place on hold by voice caller (less than a minute) agent hung up the line.	07/16/04	Apologized. Not a valid agent number for SD center.
07/23/04	Customer was upset because agent redialed an answering machine after already leaving the message. VCO customer said they tried to interrupt the agent to find out what was going on but agent continued redialing. Customer was frustrated because it was a long distance call.	07/23/04	Thanked the customer for the information and said I would forward the comments. Follow up by phone requested before 9:30pm. Called customer back-everything is okay now. Coached agent on keeping customer informed and the interrupt feature. Also explained to customer there is no charge on redialing to an answering machine. Customer was relieved.
09/07/04	Customer complained that they requested the insureror's twice and this resulted in disconnections.	09/14/04	The supervisor apologized and told the customer that the CA will be coached using the appropriate procedure. The CA was coached in this regard.

09/08/04	Caller said he placed the call and reached an answering machine. He told the CA that he didn't want to leave a message. At this time, the CA typed what he said to the answering machine.	09/08/04	The supervisor apologized for the CA error. No CA ID was given so not able to follow up with the CA. No call back requested by the customer.
09/18/04	cust asked CA twice for operator. ID. CA refused, disconnected & was overheard calling VCO "Stupid." Cust. stated it was a female CA, & recognized CA's voice from previous problem.	09/20/04	Supervisor apologized and informed the customer. This would be forwarded to appropriate person. Advised customer to record CA numbers up front. Customer wanted a follow up call. The supervisor called customer again and she still wasn't able to recall CA ID or get it from deaf person. Apologized for inconvenience & thanked her for her time.
09/23/04	VCO customer reported that in the middle of the call, didn't receive further typing or communications from the CA. VCO waited for five minutes without any response before hanging up.	09/30/04	Apologized for the problem and advised that the complaint will be forwarded to the management. The customer was explained that the CA's keyboard locked up during the call and was unable to communicate with the VCO customer. The CA had to re-boot the computer.
10/19/04	VCO customer complained that "I was calling my granddaughter who could not hear me at all. I know agent 2142 wasn't correctly processing this call. I consistently experience this with some operators—but not all." Her equipment has been tested/checked by Sprint Relay techs, equipment/relay is working correctly. The customer service representative apologized and offered to make test calls to make sure the equipment was working. The customer was advised to continue tracking agent ID numbers when this occurs and have it reported to the customer service.	10/21/04	Agent 2142 didn't remember the call. However, the agent demonstrated knowledge of the correct procedures to process this type call.
10/31/04	VCO USER COMMENTS: "I received a call from my son, but operator 5219-f didn't open the VCO line for me to speak." Customer notes are in place. CSR: "Please accept my apologies, thank you for calling and I will follow up so the problem can be eliminated."	11/18/04	Operator 5219 f was coached.
11/02/04	An IN VCO customer called to say that the agent did not follow his database notes and asked him who his LD carrier was when it is in the notes "Don't ask the customer what their LD carrier is pls use SBC as noted"	11/03/04	Apologized to the customer for the handling of his call. Appropriate action was taken. No follow-up or further action needed.
11/09/04	Person calling her never could hear as the agent did not have the line open so that the person could hear her response.	11/12/04	Reviewed proper procedures with the CA. CA demonstrated correct knowledge of handling procedures.
11/16/04	Caller said agent did not open line for her to talk.	11/16/04	Apologized for the problem. Coached agent to watch signal light on modem if calls come in on TTY line w/no typing. Agent said she had, said customer spoke when line was closed; lines "crossed."
11/18/04	VCO customer said she received an incoming call from her friend through the relay. VCO customer answered the phone and she advised that she was using VCO. She spoke for a while then gave the GA and there was no response back from relay. Customer thinks that agent did not know how to process a VCO call properly.	11/19/04	CA coached. Followed proper procedures.
11/21/04	Customer said that she felt insulted when the operator typed "SKSKSKKKK" at the end of the call instead of typing SK or SKSK.	12/08/04	Apologized to the customer and informed that the situation would be looked into. The procedure was reviewed with the CA.
11/24/04	"Today I was informed by the party that I called on Nov. 17 through relay that the relay operator on that call, because she is not fluent in English, was not able to pronounce some of the words I was using and therefore could not communicate them to the person I was calling. I was not told this by the relay operator. I rely heavily on message to be communicated verbatim and if the operator picks and chooses what she is able to pronounce then the message many not be communicated appropriately."	12/08/04	Apologized to the customer and thanked her for letting Sprint know. There was no CA number available. The supervisor was not able to follow up on the complaint.

11/27/04	Customer said the Relay agent handling his call was not paying attention. VCO caller said he gave the info to the agent and it took several minutes for the agent to respond.	11/29/04	Customer wants all supervisors to watch all the agents better, to make sure all the agents are better trained and are not doing something else while on his call. Met with CA. CA does not remember the call, but did demonstrate knowledge of offering 100% attention to call on the screen.
12/17/04	IN VCO dialing 711 can not reach relay, branding is lost, she has called in 4 times, problem continues for 10 days. Customer wants problem fixed so she can use 711. Apologized letting customer know we are aware of the issue, techs are working to correct this, and added her # to the tracking log. Provided dedicated VCO toll free #, . Offered A.M. contact, customer declined.	12/17/04	CA coached on proper procedure.



# Relay Indiana

June 2003 - May 2004

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
<b>SERVICE COMPLAINTS</b>														
#00 Answer Wait Time								1					1	2%
#01 Dial Out Time	1	1											2	4%
#02 Didn't Follow Database Inst.										1			1	2%
#03 Didn't Follow Cust. Instruct.	1	2		1					1			1	6	12%
#04 Didn't Keep Customer Informed		1	1					2		1			5	10%
#05 Agent Disconnected Caller		1		2	1		2	2	1	1	1	1	12	24%
#06 Poor Spelling			1		1								2	4%
#07 Typing Speed/Accuracy	1	1											2	4%
#08 Poor Voice Tone													0	0%
#09 Everything Relayed										1			1	2%
#10 HCO Procedures Not Followed													0	0%
#11 VCO Procedures Not Followed	1		1										2	4%
#12 Two-Line VCO Procedure Not F													0	0%
#13 Background Noise Not Typed													0	0%
#14 Feelings Not Described													0	0%
#15 Recording Feature Not Used													0	0%
#16 Noise in Center													0	0%
#17 Agent Was Rude	1		1	2	1			1	1	2			9	18%
#18 Problem Answer Machine			1	1									2	4%
#19 Spanish Service													0	0%
#20 Speech to Speech													0	0%
#21 Other Problem Type Complaint		1	1				1		1	1			5	10%
<b>TOTAL</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>1</b>	<b>2</b>	<b>50</b>	
<b>TECHNICAL COMPLAINTS</b>														
#22 Lost Branding													0	0%
#23 Charged for Local Call													0	0%
#24 Trouble Linking Up						1							1	25%
#25 Line Disconnected							1						1	25%
#26 Garbled Message	1												1	25%
#27 Database Not Available													0	0%
#28 Split Screen													0	0%
#29 Other Technical Type Complaint									1				1	25%
<b>TOTAL</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	
<b>MISC COMPLAINTS</b>														
#30 Rates													0	0%
#31 OSD										1			1	25%
#32 No 900 Number									1	1			2	50%
#33 Carrier of Choice													0	0%
#34 Network Recording						1							1	25%
#35 Other													0	0%
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>4</b>	
<b>TOTAL CONTACT</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>9</b>	<b>1</b>	<b>2</b>	<b>58</b>	

# Complaint Tracking for Indiana

June 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6531X	06/05/03	11	VCO customer expressed concern that the agent dialed out before the customer gave the "ga". Customer had additional instructions. Apologized for inconvenience and informed customer agent wld be coached on the correct procedures. No follow up requested.	06/05/03	Coached agent to wait for the GA before processing the call.
6535X	06/07/03	7	Customer complained that agent hit the space bar too many times before typing (answering machine). Let the customer know agent wld be coached, customer was satisfied.	06/07/03	Coached the agent to make sure they are focused on their call at all times.
3320-I	06/13/03	26	Customer reports ongoing garbling. Has a 7yr old VCO Ameriphone, dialed relay using 800#. Thanked the customer for calling and informed that a TT wld be opened. Also recommended she call Ameriphone for service. TT#003533. No follow up requested.	08/09/03	TT results - This is an ongoing problem that TI knows about. VCO Ameriphone customers have garbling problems when using relay. But only when call comes into remote center that has ADTRAN installation (like Lubbock). Problem came up after Rockwell change loss plan was implemented.
6547X	06/18/03	1	Customer said agent took a long time to dial out. Asked agent to dial a few times then asked for a supervisor. Agent typed sksk and disconnected call. Customer requests a call back as to what happened. Apologized for the delay and informed customer we wld speak to the agent.	06/18/03	Agent read notes and didn't get a response, thought customer may be VCO and went to F2. Voiced to customer and no response so hit F1, there was still no response. Agent hit F2 and voiced again and still no response. After hitting F1, there was still no typed text appearing and no voicing going through. Since there was no response the agent typed sksk and disconnected. Called customer back and explained what happened and informed them that the agent was coached on the correct procedure. Customer was satisfied.
7854	06/26/03	17	A voice customer stated that when the outbound VCO user answered the agent was rude saying the customer needed to tell the agent from now on that they were calling a VCO customer. When the voice person tried to get clarification the agent did not answer and just said that the caller was online and to ga. The voice person then told the agent no thanks and that they wld try to call again later. Apologized to the customer for the inconvenience and told him we wld follow up with this and fwd it to the appropriate center. Customer requests feedback regarding the resolution.	07/09/03	Syracuse has no agent by this nbr. Called customer to let them know.

## Complaint Tracking for Indiana

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6645X	06/09/03	3	Voice customer was not happy with how the agent handled the call. Customer had instructed agent to ask for "their father" if a child answered. Agent processed the call but outbound person who answered did not sound like a child so agent did not request father. Customer also said our agents in general are less than professional. Supv thanked customer for feedback. Supv said complaint wld be reviewed with the agent. No follow up requested.	09/06/03	Supervisor reviewed complaint and proper procedures with the agent.



# Complaint Tracking for Indiana

July 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6562X	07/07/03	1	Customer called in to complain about a 2 minute delay in CA dialing. Supervisor reviewed screen and saw nothing that would indicate any relay. Supervisor thanked customer for the feedback said issue would be reviewed with CA. No call back requested.	07/07/03	Supervisor followed up with agent and reviewed proper procedure.
8514-D	07/15/03		Voice caller upset with processing of this call by CA. The caller asked the call to be announced a certain way when a child answered the phone and CA said "huh, what" rather than "excuse me". Caller felt that was not proper phone etiquette. Supervisor apologized to the caller. No follow up need.	07/15/03	Met with CA and he explained that the voice caller began talking again right as he hit the complete button so that he ended up toggling F7 back and forth in order to try to get additional instructions from voice person and simultaneously monitor ringing on outbound line. I coached CA on better methods of handling this situation in the future.
6575X	07/15/03	4	Agent did not keep customer informed of dialing #, ringing or outbound answering and what was said. Thanked customer for their concern. No follow up necessary.	07/15/03	Supervisor observed call on screen. Agent attempted to process the call according to procedures but msg was garbled because tty user continually interrupted. Agent was following proper procedures.
6576X	07/15/03	3	Voice person gave directions to agent that if a child answers ask for the child's father. Because the child will not understand what relay is. The agent gave the normal greeting when the child answered. The agent asked for a tty user and not the child's father. The voice person was upset their directions were not followed. Apologized for the inconvenience and told the voice user I would inform the agent's team leader and the voice person would like a follow up call with a resolution.	07/22/03	This agent did not work that night. CA nbr is incorrect. Called customer and explained the agent had not worked that day. Customer understandably frustrated. Customer suggested sending out a memo. I told customer that we could perhaps put it in the trainers newsletter. Customer was very satisfied.
6580-X	07/17/03	5	Customer making a DA call and agent hung up on the customer. Thanked the customer for sharing concerns and told them will let agent's supervisor know.	07/17/03	Coached CA on proper procedure with directory assistance and ensuring inbound caller is finished.
3467-I	07/25/03	7	Customer unable to process call to AZ via IN relay recording heard "out of area" or perhaps "long distance service temporarily disconnected". Customer is unable to hear the recording clearly. Customer requested to place call again using Verizon as Carrier of Choice, the call would not go through. Apologized for problem encountered. advised complaint and TT would be entered. Customer requests contact regarding this issue. TT#I001091338	07/28/03	Tech unable to duplicate the problem reported. Both Sprint and Verizon test calls successful. Without 800 nbr dialed or agent ID, no further action possible. Called customer and left mess.

## Complaint Tracking for Indiana

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6593X	07/27/03	3	Gave specific instructions if a child answered do not announce relay and ask for dad. Agent announced relay and child did not know what to do. Apologized to caller and let them know agent wld be coached.	07/31/03	Agent said he did not remember the situation. I reminded him to follow instructions when typed. He is aware of the procedure and will make sure to follow in future.

# Complaint Tracking for Indiana

August 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3496I	08/07/03	04	Customer was trying to call the customer service dept. at her ISP CO. The first agent that handled the call, customer does not have that agents #, typed the recording and holding...holding... when the new agent took over the call they kept typing " are you still there" customer kept saying yes yes... then when the person answered the ph. after holding for 30 plus minutes, the agent typed " are you there" agent did not type explaining relay.. then the person hung up the agent did not respond for several minutes then agent said disconnecting call because of no response, then customer got a lot of garbled numbers and letters on her screen. Customer's notes clearly states she is a VCO user. Apologized to customer for the frustrating situation told customer that it was possible the 2nd agent was not aware she was a VCO customer and was waiting for a typed response. Customer request call back.	08/18/03	Coached agent of the importance of following the VCO's users instructions. Also coached agent to make sure that VCO bridge is open with type of call. Called customer and informed them of the resolution.
6613X	08/12/03	06	Customer complaint about agents spelling. Told customer will coach on accuracy of spelling. Customer request call back.	08/12/03	Apologized to customer for inconvenience and coached agent on accuracy of spelling.
4262Z	08/14/03	17	During a recent relay call (customer was outbound party), after agent voiced "go ahead: They started typing again. Agent said "They had the audacity to start typing after the "go ahead". At the end, cust. asked agent if they had said what she thought she heard, and agent said " I'm not allowed to divulge that." Thanked cust and apologized. Customer request call back.	08/26/03	Invalid agent # for this center. Spoke with customer explained it was an invalid CA. Customer understood.
4245Z	08/03/03		Agent did not leave my answering machine message. The told me they never got the message. Advised customer would let agents supervisor know and apologized to customer for inconvenience. No follow up requested.	09/07/03	Reviewed call processing with ans mach. Agent is aware of procedures. Agrees to follow correct procedures.
3050J	08/21/03	21	In TTY customer feels agents should be able to repeat the same message when voice mail answers on multiple calls, as this is wasteful and time consuming. Apologized for the problem, explaining that we are bound by confidentiality, transparency and contract obligations, and each call is handled separately. Customer requested call back and provided work #.	08/28/03	Spoke at length with customer on TTY and she was satisfied with the explanation regarding the ability of oprs repeating messages.

## Complaint Tracking for Indiana

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3046J	08/20/03	11	In vco user concerned that when she called in for a problem with an agent not processing her VCO call correctly, she was asked to return a call back and after making the call realized it was a long distance call. Customer did not feel this was appropriate. Apologized for the problem, and offered the dedicated VCO # to her. Customer requested call back.	08/27/03	Follow up email sent to customer - Greg Gantt

# Complaint Tracking for Indiana

September 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
7651B	09/02/03	17	This agent was rude. Thanked the customer and assured agent wld be coached.	09/04/03	Supervisor reviewed complaint with agent. Supervisor also reviewed proper procedures.
3095-J	09/09/03	18	Customer states agent did not follow procedure when leaving a tty msg. Customer states the agent left her ID 2 times and customer was confused by the msg. Customer states she's received many msgs on her tty and this opr needs coaching. Thanked customer for the call. Advised the supv will notified. No follow up.	09/10/03	Coached CA on leaving a msg and proper procedures.
6661X	09/17/03	3	Asked relay to identify customer in case of ans mach came on. TTY user gave the agent msg they wanted to leave in advance in case ans mach came on, Opr dialed and said ans mach hung up but didn't leave a msg. Agent had to redial and wasted tty user's time. Apologized for inconvenience and informed I wld pass along to opr team lead. No follow up needed.	09/21/03	Discussed with agent who doesn't remember this call. Reviewed proper call process for leaving a msg or ans mach the 1st time.
6678X	09/26/03	5	CA hung up on customer. Asked customer to repeat # and then disconnected. Thanked the customer for feedback. No follow up requested.	09/29/03	No follow up requested by customer. Agent coached not to disconnect users.
8538D	09/27/03	5	Customer complained opr hung up on him during the call. Mentioned to customer that this complaint will be fwd to supervisor. No follow up required.	09/30/03	Call was lost due to computer error. Error documented by Team lead on duty. CA remembers call dropping in the middle of the conversation.
6675x	09/23/03	17	Customer complained agent did not listen to instructions, interrupted customer. Reported that agent said, "All I need is the phone number." Apologized for inconvenience. No follow-up rqstd.	09/23/03	Coached agent on proper procedures.

# Complaint Tracking for Indiana

October 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6722X	10/28/03	5	Customer said agent hung up on them. Thanked the caller for feedback and said wld send info to their supervisor. No follow up requested.	10/30/03	Unable to follow up with the agent as there is no agent in this center with that ID#. No further action possible.
6711X	10/23/03	17	Agent was yawning and huffing and puffing through entire call as if they did not want to finish the call. Thanked caller for sharing her concerns. No follow up requested.	10/23/03	Coached agent on proper procedures.
6701X	10/16/03	6	Agent's spelling was over excessive. Customer said agent misspelled several words. Thanked customer letting us know and wld pass this on to agent's supervisor. No follow up requested.	10/17/03	Coached agent on the importance of typing verbatim and spelling accurately. Reviewed ways of improving typing and spelling skills. Reminded agent that numerous spelling mistakes is unacceptable.

# Complaint Tracking for Indiana

November 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3280J	11/09/03	34	Customer unable to make a LD call via relay. She is getting a recording that the call cannot be completed from their area. Thanked her for calling and let her know I wld write this up and have tech check into it. TT 1342072. Wld like to be contacted with resolution.	11/21/03	TT results: The problem was with the customer's LD provider. Worked with Dmarc/Verizon to have customer ANI added to their network database. Called and informed customer of results, call back if problem continues
3293J	11/13/03	24	Caller has problem with dialing 888 nbr. It is busy but can call nbr without relay and it rings through with no problem. I apologized for the problem and opened TTI001355576. Follow up is required for problem resolution.	11/21/04	TT results: Unable to duplicate the problem as reported when placing test calls through agent position. Tech was able to complete calls to the 800# listed. Customer may be experiencing delays with calls due to high volume of traffic. Account Manager called customer and explained TT resolution. Asked them to contact me if the problem persists.

# Complaint Tracking for Indiana

December 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2755	12/02/03	5	Caller upset that when they asked agent a question the agent hung up. Apologized for the inconvenience and informed caller that a supervisor wld meet with the agent.	12/04/03	Opr coached on proper procedures for disconnecting a call. QA will monitor opr through month.
3368J	12/11/03	25	VCO user came in as tty and concerned that relay disconnects when calling her sister. Was able to place call direct. She has this problem when calling tp vco sister from her home and her brothers home and they are on different local svc. Apologized for problem and provided vco branding and vco # explaining the benefits of using the #. Called her sister and entered a TT. Explained it may be a local issue. TT1415819. Wants follow up.	12/16/03	Customer's nbr branded in the ani.dat file, as a TTY. Placed test calls and rebranded nbr as a voice line. Called to inform customer of resolution.
6804X	12/24/03	5	Agent hung up on customer. Apologized and thanked customer for the info. No follow up requested.	12/24/03	Agent was coached on proper procedures for redialing.
3425J	12/30/03	21	Customer said agent used vulgar language and made inappropriate suggestions. Apologized and told him I would write up the complaint and sent to proper personnel.	01/04/04	Found verifying information that is the relay Indiana repeat crank caller. Documentation available. CA was coached on proper procedures for handling crank calls.



# Complaint Tracking for Indiana

January 2004

Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/02/04	4	Agent dialed the nbr and then said person hung up. Asked why and agent said they did have that info. Asked agent to redial - agnt did and processed the call. Thanked customer for letting us know and said will follow up with the agent. Requests call back.	01/02/04	Agent said call was ans and then placed when caller was placed on hold the call disconnected. No agent error. Customer called back and was informed. Explained to customer when that were put on hold the call was disconnected.
01/05/04	4	Customer explained agent did not process DA call correctly. Thanked customer for feedback. No follow up required.	01/08/04	Agent was at fault. Agent did not send DA recording or tag it as a rec. Opr did not gender person or type what person said. Agent was at fault. Supervisor wanted agent on procedures.
01/06/04	5	Customer states when he misdiald a nbr the agent was very rude to him and called him names and then hung up on him. Thanked the customer for letting us know and assured that a complaint wld be sent so it could be investigated further and assured he would receive a call back.	01/08/04	Spoke with CA who remembered the call she states the IB voice did not have a # to dial and they were asking her to say and do things. She continued to try to get a # to dial. A supervisor came over to assist the IB wld not give a # to dial. He began swearing at the CA and the supv The supv documented the call and then disconnected. This happened repeatedly that evening. Returned call and reached Verizon recording stating the # does not exist.
01/07/04	0	Customer was waiting for someone to return to the phone after 5 mins of waiting they asked if relay was still there and there was no answer. Thanked the customer and said supervisor will follow up with the agent. Requests follow up.	01/09/04	Spoke with opr and opr did not remember the call. Said that the only reason that she wld not answer a customer is if a customer was trying to involve her in a call. Procedures for calling over supervisor on a difficult call were reviewed. Called customer and apologized for poor svc and thanked customer for letting us know what happened customer was satisfied. Explained opr was pulled for discussion and will be monitored more closely in the near future by QA.
01/14/04	5	Customer asked CA not to explain to OB who was calling. CA was rude and hung up on them. Apologized to customer. No follow up requested.	01/14/04	Per TL it was inbound that disconnected. CA followed procedures. Advised CA to continue get TL if there are problems.

## Complaint Tracking for Indiana

Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/22/04	17	IN voice caller was calling HOH grandmother and his sister answered the phone but hung up. The agent was rude. I apologized for the problem as a svc our agents are trained to facilitate conversation and never to be involved in the conversation of any call. Let customer know I will be sure to inform the supv immediately. Customer refused any contact.	01/25/04	Reviewed proper procedures with the agent.

# Complaint Tracking for Indiana

February 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
11320	02/02/04	21	Customer and another family member received obscene calls through Relay. When discussing this matter with supe, customer was told that all conversations were protected and that they couldn't assist with the identity of the caller. Customer upset about this policy	02/06/04	Escalated 2-2-04 to upper management for clarification of policy of this nature. Responded that Sprint was in compliance in respect to relaying this call. Explained that customer would need to file with local authorities and then in turn, they can subpoena for phone records pertaining to ANI of the caller. Also offered a global block.
7904C	02/03/04	5	The agent tried to connect the call but the agent hung up on the outbound. Words were exchanged between the customer and the agent. Thanked the customer for letting us know and assured him the agents supervisor wld be notified.	02/04/04	The opr # identified is not assigned as a result agent coached is not possible. The customer did not want follow up contact therefore info for further investigation is not available. No further action possible.
3084K	02/11/04	29	Customer is unable to dial LD nbr from her nbr. Every time the opr gets a recording saying the nbr cannot be dialed from this area. Customer has Verizon for LD which is in the database. She can dial the nbr direct without relay with no problem. Apologized to customer and did some test calls and could not get through turned in TT557533. Customer wld like follow up.	03/22/04	TT results: Customer's nbr now added to switch. Called customer, left msg that she should now be able to place calls through relay. If problems continue please call back.
6871X	02/11/04	3	Customer upset because when asked if caller ID was blocked agent typed relay cannot block until you give the nbr. Thanked the caller and assured caller id was blocked.	02/11/04	Coached agent on proper procedures.
3093K	02/13/04	17	When calling his grandmother his aunt picked up the phone and told the opr they were unable to use the tty. When the agent got back to the customer and told them this the agent then called the customer dirty names and was rude to and was rude to him. The customer then asked to speak to customer svc and the agent hung up on him. Thanked the customer for letting us know and assured that a complaint wld be turned in so that the problem could be investigated further. No call back requested.	02/14/04	Not a valid CA# for the SD center. Unable to follow up with CA. No further action possible.
3137K	02/26/04	32	Customer is trying to call a 900# dialing IN 900 nbr then dialing to three different nbrs and each nbr is a long deep. Apologized for problem and offered to turn in a TT. Customer would like a call back. TT 1001594435	03/03/04	TT results: Found error in database for IN calls to AZ relay center. This is being corrected. Attempted to call customer 2x with no answer.

# Complaint Tracking for Indiana

March 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6894X	03/02/04	4	Agent was not giving customer timely responses. Agent would not tell customer who she spoke with or what was said. Agent finally was not responding at all so customer hung up. Thanked customer for feedback. Customer would like follow up call.	03/04/04	CA was coached on proper procedures. Customer was contacted and informed of the CA coaching.
6898X	03/03/04	5	Caller was in the middle of a business call when the call was cut off. Apologized to the tty and told him someone wld speak to the CA to see what happened. Wants someone to call back with results of the investigation.	03/16/04	Appropriate action taken. Called customer and left msg on answering machine.
3190K	03/10/04	32	Customer called to say when he calls to certain 900#'s from his number the agent says it is always busy and he has been trying for the last 5 days. Apologized for the problem and explained that a TT wld be filed on this problem. Requested contact.	03/12/04	Our center does not process 900 calls. This is a technical issue not an agent issue.
2904	03/10/04	9	Customer stated this opr messed up when relaying the phone nbr to OB voice. Customer felt that CA had provided the wrong nbr. Apologized to the customer and explained that CA relayed what was heard and voiced what was typed.	03/10/04	The screen indicates the nbr read to the voice person does not correlate the conversation given by the voice person. CA relayed accurately.
3188K	03/11/04	17	Customer said that this agent handled her first call just fine then she gave the agent the second nbr to dial the agent dialed the wrong nbr. The customer told the agent the nbr a 2nd time and the agent dialed wrong again. Then the customer told the agent they did not think their speech was bad and the agent replied that abuse of the agent is not tolerated. Customer does not feel this response was warranted from her comment and feels the agent was just not paying attention to her instructions. Apologized to customer for the agents behavior and assured the supv wld be notified. No follow up requested on this issue.	03/11/04	Spoke with agent and agent tried to verify the nbr 2 times to make sure she dialed correct nbr. VCO user began to get angry and said some unpleasant things to the agent. Informed agent to apologized when nbr unclear and call for a supervisor.
6908X	03/12/04	31	Customer complained that when she gets transferred to OSD she is hung up on. Supervisor offered to transfer customer to OSD. Supervisor said he would write a TT and have our tech look into it. TT 1001627602. Customer wld like a follow up letter.	03/12/04	TT results: Test calls using SAGE and test PC, experienced no problems transferring calls to OSD. Sent letter to customer, let them know we will work with them if problem continues.

# Complaint Tracking for Indiana

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3194K	03/13/04	2	Customer states the opr needs more training because she didn't know how to get his daughters call to him with the privacy mgr on his line. Notes are in place but apparently the opr didn't follow them. Apologized. CS made a test call to him phone using IN relay and the next opr (located in the same center) processed the call with no difficulty. No follow up requested.	03/16/04	Met with agent. She did not remember the call. Coached agent on the proper procedures to follow when processing a call with privacy manager.
8993N	03/26/04	17	Caller had a tty user on the line but the opr never said ga so therefore the caller never knew when to respond. When caller went to talk the opr was rude and said wait a min 3 times and there were extended pauses. Caller said this was very frustrating. Then opr said there was caller disconnected and then the opr disconnected. Would like a call back. Apologized to the customer.	04/05/04	Met with agent. The agent assigned to this complaint is a female agent. Voice customer stated she spoke with a male agent. Spoke with customer and apologized for the service she received. Also asked the customer to verify the agent nbr and if the agent was male or female. She stated she was sure the agent was male. No further action possible.
3241K	03/31/04	21	Caller wanted to voice his concern that the relay announcement does not explain that the svc is for deaf or hearing impaired persons. He stated that he feels the relay oprs are curt do not provide complete info about what the svc is for, and does not provide a svc to the hearing customer. The hearing customer also deserves to be treated cordially. At the end of the call he is never thanked for relay svc the opr just reads bye and then disconnected. Thanked the customer for calling explained that the FCC mandates the explanation phrase that can be used by all relay agents. and must be verbatim. The explanation phrase cannot mention that the person calling is deaf or hearing impaired. I asked him if he would like to further discuss this policy with the relay acct mgr and he replied that yes he would like for the acct mgr to contact him. Follow up call from acct mgr requested.	05/27/04	Called customer and left a message on voicemail to call back if he wants to discuss further.

# Complaint Tracking for Indiana

April 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6954X	04/15/04	5	Customer had a relay agent who was extremely difficult to understand. Sounded like agent was mumbling. Customer asked agent to repeat and the agent redirected. When customer asked for a supervisor agent disconnected call. Apologized for inconvenience.	04/15/04	Met with agent. She stated she did not hang up on the outbound customer but the tty user disconnected and the call timed out. Coached agent on the proper procedures to follow when asked to repeat. Agent also filled out CA feedback form documented the incident.

# Complaint Tracking for Indiana

May 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8642D	05/05/04	3	Customer kept telling opr to type more slowly, claims opr ignored rqst. Informed customer opr should quickly respond to instructions to slow typing speed. Follow-up rqstd via letter.	05/07/04	Coached operator on how to slow typing speed. Advised to always follow customer instructions. QA will monitor more frequently. Letter sent to customer.
6039XA	05/21/04	5	Agent dialed 911 desk sergeant and said she was explaining but never responded after that. Apologized.	05/27/04	Agent said that VCO caller disconnected and she informed the 911 dispatcher what happened. Caller told agent it was a non-emergency. Emailed response to 911 desk sergeant.

**Sprint**

# Indiana Relay

## June 2002 - May 2003

		Jun	Jul	Aug	Sep	Oct	Nov	Dec
SERVICE COMPLAINTS								
#00	Answer Wait Time	0	1	0	0	0	0	0
#01	Dial Out Time	1	0	1	0	1	0	0
#02	Didn't Follow Database Inst.	0	0	0	0	1	0	0
#03	Didn't Follow Cust. Instruct.	0	0	0	1	0	0	0
#04	Didn't Keep Customer Informed	0	0	0	0	0	0	0
#05	Agent Disconnected Caller	1	0	2	1	0	1	1
#06	Poor Spelling	0	0	0	0	0	0	1
#07	Typing Speed/Accuracy	0	0	0	0	0	0	0
#08	Poor Voice Tone	0	0	0	0	1	0	0
#09	Everything Relayed	0	0	0	1	1	0	2
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0
#15	Recording Feature Not Used	0	0	0	0	0	0	0
#16	Noise in Center	0	0	0	0	1	0	0
#17	Agent Was Rude	0	0	1	0	1	0	0
#18	Problem Answer Machine	0	1	0	0	0	0	0
#19	Spanish Service	0	0	0	0	0	0	0
#20	Speech to Speech	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	0	1	1	2	1	1	0
TOTAL		2	3	5	5	7	2	4

TECHNICAL COMPLAINTS								
#22	Lost Branding	0	0	0	0	0	0	0
#23	Charged for Local Call	0	0	0	0	0	0	0
#24	Trouble Linking Up	0	0	0	1	0	0	0
#25	Line Disconnected	0	0	0	0	0	0	0
#26	Garbled Message	0	0	0	0	0	0	0
#27	Database Not Available	0	0	0	0	0	0	0
#28	Split Screen	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	0	0	0	0	1	0	0
TOTAL		0	0	0	1	1	0	0

MISC COMPLAINTS								
#30	Rates	0	0	0	0	0	0	0
#31	OSD	0	0	0	0	0	0	0
#32	No 900 Number	0	0	0	0	0	0	0
#33	Carrier of Choice	0	0	0	0	0	0	0
#34	Network Recording	0	0	0	0	0	0	0



#35	Other	0	0	0	0	0	0	0
TOTAL		0	0	0	0	0	0	0

<b>TOTAL CONTACT</b>	2	3	5	6	8	2	4
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Jan	Feb	Mar	Apr	May	TOTAL	PCT.
0	1	0	0	0	2	4%
0	0	0	0	0	3	7%
0	0	0	0	0	1	2%
0	2	0	0	0	3	7%
0	0	0	0	2	2	4%
0	1	0	0	3	10	22%
0	0	0	0	1	2	4%
1	0	0	0	0	1	2%
0	0	0	0	0	1	2%
0	1	0	0	0	5	11%
0	0	0	0	0	0	0%
0	1	1	0	0	2	4%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	1	2%
1	1	0	1	1	6	13%
0	0	0	0	0	1	2%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	6	13%
2	7	1	1	7	46	

0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	1	20%
0	0	0	0	0	0	0%
0	0	0	0	1	1	20%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	1	0	1	3	60%
0	0	1	0	2	5	

0	0	0	0	0	0	n/a
0	0	0	0	0	0	n/a
0	0	0	0	0	0	n/a
0	0	0	0	0	0	n/a
0	0	0	0	0	0	n/a

0	0	0	0	0	0	n/a
0	0	0	0	0	0	

2	7	2	1	9	51
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## **Attachment # 2**

### **Summary Log for June 1, 2002 – May 31, 2003 Indiana Relay**

For the period of June 1, 2002 through May 31, 2003, Sprint processed 1,391,523 outbound calls on behalf of Indiana Relay, receiving a total of 51 ( $< 0.001\%$ ) customer complaints. All 51 complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these 51 complaints were escalated for action to the State of Indiana or to the Federal Communications Commission.

**InTRAC**  
**Complaint narrative**  
**1/2/03**

- 12/30/02      Voice Mail left at the office of InTRAC – office closed until January 2, 2003. Customer advising of complaint with Relay Indiana on 12/29/02 regarding harassing phone call.
- 1/2/03      InTRAC, through legal counsel, returned call to customer. Customer explained that a deaf person went through the relay service to make several harassing phone calls. Customer used his wireless to call the State Police who found the deaf person's calling location. The deaf person was arrested for falsely representing a law enforcement officer during the phone call. InTRAC followed through with the State Police proceedings. The deaf person was arrested on a Class D Felony, ordered released pending hearing, and person failed to appear for the court date. Warrant issued 1/6/03. InTRAC considers this closed as of 1/6/03 as the Customer stated there was no further issue with the relay service.

June 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6904	06/05/02	5	Customer stated that agent hung up on them after they requested another call. Told customer that this complaint would be documented and discussed with operator. When asked if she wanted a call back regarding this the customer declined.	06/13/02	Operator was having keyboard problems and contacted Erin about it. Operator would not hang up.
12515	06/10/02	1	Customer comments: "Agent real stubborn. Failed to listen to me. Asked him to dial but he didn't for a long time wait for redial. I told him please over again please dial. I gave him few times phone numbers not dial." I apologized to customer then informed her that we will follow up on this matter immediately.	06/10/02	Met with agent. Coached agent on the importance of demonstrating professional customer skills such as asking the customer to clarify the given instructions.

July 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4803	07/25/02	0	Customer concerned that agent waited too long to respond to her 'GA'. I apologized to customer and said would document complaint and give to agent's supervisor. The customer wants a call back.	07/30/02	CA said she was translating ASL which at times caused delayed voice responses. This happened a couple of times only and the delays were brief. Customer became very angry CA followed procedure correctly.
4774	07/19/02	18	Agent typed a few words of answering mach message then long pause before typing more. This happened several times during typing of answering mach. I apologized to the caller and thanked her and said I would speak to the agent. Customer wants a letter about problem and resolution. She has not been contacted before when she requested it and is unhappy w/ relay about this. I told her if she did not receive a letter in 10 days to call us or to contact acct mgr. Contact info provided.	07/24/02	Agent acknowledged pushing frequently (very new). I coached her on techniques w/ record feature to avoid pauses and ensure smooth continuous typing. Passed to CA's supervisor for follow up. Ca stated that she is still learning and she would do her best. Follow up letter sent to the customer.
6033X	07/28/02	21	TTY customer was typing a long message and apparently some of it was garbled and the voice person told the TTY customer it was garbled not the operator. TTY user felt the operator stepped out of role and told voice customer what was going on when she should have told TTY user. Thanked customer and said I would fax this to the agents supervisor for follow up.	07/30/02	CA followed correct procedures. Customer separately sent email detailing this complaint and I responded with an explanation of our procedure when garbling in encountered.

August 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3281G	08/15/02	17	I have received many calls but none with such a rude agent. First she began speaking too fast so I asked her to slow down. Then she began yelling in a loud tone of voice. I told her I could hear fine I just needed her to slow down her speaking, not yell it. my supervisor who was sitting across the room could hear the loud tone of her voice over the phone. I made the mistake of saying tell her when I was responding to the customer then the agent kept correcting me saying to direct my comments to the person not to her. There was no need for her to be nasty about it." I explained the procedure of speaking directly to the relay caller because the agent is not part of the conversation and everything she says is typed back verbatim to the caller. She understood that procedure but still wished to make a complaint due to the loud and rude manner of the agent. No contact by acct manager necessary.	08/23/02	Spoke to agent and told her to watch her voice tone. She agreed. She also added she was following procedures by redirecting customer.
6089X	08/22/02	5	Caller said during the call no one would respond to him. He would type hello GA and no response. This was during a call. Thanked the customer for the info and said would follow up with agent.	08/22/02	Agent does not remember call where it disconnected or she hung up on. Agent was on break from 11 to 11:30. Customer called at 12:42 and said call happened at 11:20.
6091X	08/22/02	5	Agent kept asking VCO customer for # calling. VCO customer said she repeated it several times then agent disconnected call. Apologized to the customer assured agent would be coached.	12/30/02	Agent unavailable for coaching. Agent would most likely not recall this call as it was not received in our center.



3314G	08/26/02	21	<p>IN TTY user displeased with agent repeatedly trying and redialing while calling for weather info. Customer requested supervisor and waited 7 minutes then just gave up. I apologized for the problem and explained that when agents type out long recordings that they will pause occasionally in order to listen so they can get the entire as it is played back and this can require several redials to get all info to caller. I apologized for the delay of the supervisor explaining they may have been assisting on another call. Thanked customer for letting us know about the problem.</p>	08/28/02	<p>Met with agent. Was informed that recording feature malfunctioned which resulted in the agent having to redial several times. Coached agent on the importance of keeping the customer informed when technical issues arise. Was also informed that supervisor on duty was assisting another agent at the time that this customer requested to speak to a supervisor. Customer resolution - Contacted customer and apologized for the inconveniences and informed her that the agent experienced technical difficulties and the agent was informed to always keep customers informed of tech issues. Also let customer know the agent did summon a supervisor to assist however she was assisting another agent at the time and was unable to get there in a timely manner. The customer was pleased with the resolution and thankful for the return call.</p>
3335G	08/31/02	1	<p>Customer called to say that the agent did not dial the number she requested and that she waited three minutes and then asked if the agent was still there and no response. Apologized for the inconvenience and frustration and explained that I would write up a complaint.</p>	09/04/02	<p>Met with agent. Coached agent on the importance of responding to customer's in a timely manner.</p>

September 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3345G	09/04/02	3	Customer is possibly experiencing garbling problems. Customer asked agent to get supervisor. Agent refused and said she would try again. When customer requested a supervisor again the agent disconnected the call. I apologized and told the customer I would document her complaint and fwd it to the call center where the agent is located for follow up. The customer does require follow up.	09/04/02	CA remembers call and said she accidentally hit backspace and TTY received xxxxx. She apologized and said she would redial. It was on a recording. She hung up the line with the recording when the TTY asked for a supervisor. She thinks the TTY was receiving garbling. CA was coached on getting a supervisor immediately when asked. CA said TTY hung up on her. 12-13-02 - met customer in person at a VRS presentation, issue clarified to satisfaction. Greg Gantt
3345G	09/04/02	5			
6115X	09/08/02	21	Customer had email address and wanted to send email via relay. Supervisor explained we are not set to prices email for customers. Customer said it would be nice if Sprint provided that feature. Supervisor said that he would include that suggestions in his report.	09/08/02	No follow up necessary.
6133X	09/19/02	21	Agent could not understand VCO when she gave the phone number over and over thus never putting the call through. VCO had to call back and then got a female agent who had no problem understanding. I apologized for the agent and advised VCO to ask for a supervisor if it happens again. Apologized and placed the call for her.	09/26/02	Spoke with agent regarding this complaint. Agent was coached on getting a supervisor to listen with them and or typing what can be understood to VCO caller for clarification.
6146X	09/23/02	24	Customer complained that agent asked him to repeat # wasting his time. Supervisor explained that computer did not correctly identify caller as TTY which meant we did not get typing from caller supervisor explained this is an occasional problem due to the complexity of the system. Supervisor offered to have tech look into the problem. Customer said no to tech - customer said your wasting my time. Thanked supervisor and hung up.	09/23/02	Agent was not at fault. No review from tech requested.
4922	09/12/02	9	Agent did not type answering machine msg. Instead typed (recording playing) (answering machine hung up) GA Supervisor observed on the screen agent's error. I apologized for the error and thanked the customer for the feedback and told the customer I had coached the agent.	09/12/02	Agent was coached to always type recorded messages unless instructed otherwise. Customer did not request follow up.

October 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12390	10/01/02	1	Customer stated that the agent took a long time to dial the number. It was a long delay with no response from the agent. Apologized to the customer for the inconvenience and thanked the customer for taking the time to give feedback and report the problem. Customer does not require follow up.	10/01/02	After receiving complaint met with agent. Agent stated she was processing a regional 800 call. Although she was not able to see the text from the TTY user which caused the delay in the response. Agent was coached on making sure the customer is kept informed. Agent was coached on always keeping the customer informed as soon as possible when there is a delay processing a call. and remaining professional.
3408G	10/02/02	9	Customer says she was calling her daughter to ask her something and in doing so the agent answered her instead of her daughter. This was confusing for her. She thought her daughter was on the phone arguing with her and here it was the agent was telling her. The customer said the agent was not transparent but got involved in the call. Customer says this was very confusing for her she has never had this happen to her before. Thanked the customer for letting us know and assured that we would turn in a complaint so the issue could be investigated.	10/12/02	Coached agent on proper procedures.
2205	10/10/02	29	The customer stated that CA has been experiencing a lot of static on the line. He had the CA proceed voice mail procedure and stated that this has been ongoing problem and would like to get this resolved. One instance the calling to number has a lot of static and he knows that it had to come from our end. Stated that various people are involved in this, acct mgr, biotech engineer, on sight tech. The customer wished a follow up via email and that those people mentioned be aware of the situation as well. Apologized for the situation. trouble ticket# 458961.	10/11/02	TROUBLE TICKET results - Tech called customer through relay. No static experienced and connection was good. If static is still experienced then it may be from customer's drop to his house. Advised him to contact his LEC. Email sent advising the same thing. (note: customer has a history of not using the system properly).
6176X	10/12/02	2	Agent was typing recording. Thanked customer and let her know agent was trying to keep her informed by typing out of and still holding.	10/12/02	Coached agent to not type any of the recording.

3486G	10/15/02	8	Customer received a message on her voice mail and the voice mail and the operator was speaking so quickly she had to replay it a number of times in order to get the relay number and the persons number to return the call. Customer has had many other calls through the relay svc and had this problem. Customer suggests that operator speak slowly and clearly in order for person to understand without having to replay the message several times. Thanked customer for taking the time to give this feedback. Told her I would document the complaint and fwd to the call center where the agent is located for follow up with supervisor. No follow up needed.	10/17/02	Met with agent. Agent was coached on phone image when leaving a message on an answering machine. Agent advised to speak clearly making sure that each word is pronounced with clarity.
7811A	10/17/02	17	Agent was rude telling me I couldn't talk to him. This is the second rude agent I have had. Apologized to customer advised would speak to CA.	10/17/02	Agent said advised voice he had nothing to do with call and speak directly to caller when voice repeatedly kept telling him to tell TTY caller she didn't have time. CA's are trained not to converse with customer's. CA got TL to speak to voice.
7217A	10/19/02	21	Customer complained that she dialed relay IN 13 times in a row and could not get through to call fiancé. Very upset about this. What if this was an emergency? Apologized to customer Told her could not understand what happened as we have had high availability for 30 minutes at this center. Customer wants call back.	10/22/02	Contacted customer. Confirmed she was using correct relay #. Gave option to call customer service if having anymore problems. Apologized for the problem.
3011H	10/24/02	16	IN voice caller extremely upset that when she uses IRS to call her fiancé says she is on a cell phone the agents do not process the call correctly and ask for her LD company telling her the computer will not go through. She will call from her home phone number through relay to reach her fiancé at work or home and receives busy but when dialing the number direct she can get right through. Her fiancé is deaf his mother is nearly deaf which leaves them without communication. She has trouble reaching IRS and redialed 13 times on 10-9 at 7:30a before actually connecting to a agent. There are serious problems with background noises in the center as well, of other agents talking so loud she cannot hear her fiancé's voice. Customer feels agents should know automatically mute the call when speaking to her customer is very frustrated with these issues and wants it fixed now. I apologized to the customer several times for all the issues and let her know I would enter a TT about this and suggested she instruct agents to mute when VCO speaks. I agreed to send her info about the customer database profile.	04/17/03	Attempted to contact the customer for follow up - 1-6-03 left message 1:35pm; 1-7-03 no answer 2:55pm; 1-8-03 no answer; 4-17-03 no answer. Closed to the inability to reach the customer.

November 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2258	11/17/02	21	VCO customer was concerned that CA did not respond when VCO gave number to dial. VCO called in to different CA to register complaint. Per CA VCO switched from voicing instructions to typing instructions. Apologized to VCO and offered to place new call. They wanted to place a new call.	11/17/02	I met with CA. Did remember call CA stated he hit the wrong key and then VCO hung up. VCO then called back and wished VCO to TTY call. I stayed with CA to set up call per my observation call progressed with no problems.
6259X	11/24/02	5	Customer had concluded conversation wit voice person and had typed GA or sk. Agent typed. Ok goodbye and sent person hung up macro. Customer felt that his friend was hung up on by agent because his friend did not give him a chance to respond. Supervisor said he would review situation with agent.	12/14/02	Unable to follow up with the CA due to CA no longer here.

December 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2314	12/20/02	5	The customer stated that this CA apparently didn't do right. The call was placed and call he got was ringing... 1 and line disconnected. Wanted to know if it was the CA who disconnected the call or what. He also was experiencing a lot of garbling and felt that it must be the relay issue since he is using SPC and had tech check the network and everything is fine except through relay. Said tech in SF is aware of this problem and no one was able to resolve this. Wants someone who can. Apologized to the customer and assured that this info would be fwd to appropriate personal. I had placed the call myself and experienced similar situation that this CA experienced.	02/20/02	CA was coached on the proper procedures.
2314	12/20/02	9			
4021Z	12/03/02	6	Customer complained that CA didn't type but all customer received was xx's. Customer accused CA that she erased all x's. I apologized to customer for an inconvenience and explained it appears it was customer's TTY machine the received x's. since on the screen it showed that CA relayed everything how the voice person answered and then hung up. Customer didn't believe at all. I offered other CA taking over to process the call customer was satisfied.	12/03/02	CA relayed everything and didn't type x's therefore CA did the correct procedure.
4021Z	12/03/02	9			

January 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8746	01/25/03	07	This operator was the worst operator I had in all my years - so many typos, had to ask operator to repeat, couldn't make any sense of the conversation - too many errors - never saw anything like it - has used Relay for 10 years - this operator was horrible. Apologized to the customer - I reassured the customer that the operator will be coached on this matter when faxed to the appropriate Center. Customer would appreciate contact.	01/29/03	CA said the person was talking too fast. CA tried to pace. CA had a difficult time keeping up because of her arthritis in her hands. Coached CA to get supervisor over to help.
8750	01/29/03	17	Operator was bad - said "well you're going to have to slow down, I can't keep up, you're talking to fast." Apologized to voice customer and informed that we will speak to the operator, counseling her to use the appropriate phrasing to pace a customer. Customer was satisfied and does not require further contact.	01/29/03	Spoke to operator - operator said she used proper phrasing the first time, then tried to constantly pace. Operator was coached by Team Leader on proper pacing and patience. Quality Assurance will monitor this operator.

February 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6379X	02/16/03	9	TTY user said that agent did not type message verbatim. Apologized to the customer.	02/15/03	I explained that it was a technical issue and offered to redial redialed per request.
6359X	02/02/03	11	Customer wanted to leave message first time if answering mach pick up Agent typed answering mach message so by time customer ready to leave message answering mach had hung up. Apologized to customer and said would agent's supervisor know.	02/02/03	Coached agent on proper procedures to leave VCO message on answering mach in the future.
3397H	02/04/03	0	VCO user reports calls in IN VCO dedicated # are not being answered until the 10th ring the problem has been occurring for past few weeks. Apologized for the problem advised complaint trouble ticket would be entered be fwd to mgmt and tech. TROUBLE TICKET 704349	04/18/03	TROUBLE TICKET results - Tech made test call and the call was answered on the 1st ring. Depending on the time of day and the number of agents available, the call could possibly go on hold until the agent becomes available. This all depends on the availability and staffing requirements for the VCO gate.
3397H	02/04/03	17			
7595A	02/07/03	5	I am calling Europe and I explained to CA whom to ask for and they may have an accent. After I took al this time to explain to him the CA hung up on me I do not appreciate that. I will certainly let the advisory council know about this. Thanked the customer for letting us know and assured him the CA would be talked to. He does want a responsible via email regarding this.	02/17/03	Met with agent concerning the complaint. The agent denies disconnecting the call. When blind monitored it was apparent that the agent understood the basic relay procedures. The agent was coached on providing excellent quality svc to customers It was stressed that agent disconnecting any calls is highly prohibited by Sprint relay and that if it is determined that such an action was taken then appropriate measures would be pursued. Met with customer during advisory meeting and several causes were discussed. He was satisfied. - Greg Grantt
11762	02/13/03	3	Agent was asked by the customer to dial and the agent dialed incorrectly. And the customer tired to inform agent that the number was dialed incorrectly but agent didn't listen or didn't give a GA and hung up or something. I informed the customer that they will get a follow up call and will not be charged for this call.	02/18/03	CA didn't remember call. No one typing trying to interrupt on any VCO call. Cant remember anything like that will watch for typing and stop immediately if ever does happen. Followed up with the customer OB answered but would not type If no TTY CA would not hear VCO speak to interrupt immediately.



7606A	02/13/03	3	<p>Caller reported that she never received option to sue vxci even though she specified call type. She never got a reply after 5 minutes for the previous call. Explained she initially came through on the voice line so current agent had to switch to TTY VCO line. She worked IB line to be branded this is not the first time it has happened. I branded Line and told her if she had any problems to call customer svc.</p>	02/17/03	<p>VCO called in on wrong line. Workforce analyst advised of correct procedures and branded VCO.</p>
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March 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3494H	03/03/03	11	Voice customer reports that caller ID feature thru Relay IN hasn't been working for past three days. She receives calls from mother who is TTY user. Calls made from or to either number hasn't been transmitted. Caller ID LEC is Ameritech for both phone #'s. Neither # has blocked caller ID. Apologized for problem advised trouble ticket would be fwd to relay tech. TROUBLE TICKET# 766177 Customer requesting contact from IN Acct Mgr ASAP regarding this issue.	03/05/03	I spoke with customer who said caller ID had been missing once in a while the past few months but no caller ID the past few days. I asked for agent ID's but she didn't keep or remember them. Explained the need to write down ID's so the root cause can be pinpointed. Also explained caller ID is not always transmitted on every call due to varying factors. She understood and will keep records from now on and she will contact me if she has more info. 3-5-02 sent an email of the conversation to customer rep and technicians. TROUBLE TICKET closed as a results.
3038-I	03/17/03	29	Voice caller said the caller ID was not working through relay IN. Number calling showed unavailable. Apologized to the caller for the problem and let them know a complaint would be sent to mgmt. Follow up required to resolve problem.	05/15/03	Left several messages with customer and received no call-back.

April 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
5411	04/17/03	17	Customer complained that when the agent used that standard slow down phrase she was rude and very short with him. HE also complained that once he slowed down the agent continually after each word would say uh-huh and that it was very annoying. He said that the agents attitude spoiled the conversation and that he doesn't like to use relay because some operators are not well trained. From what he told me the agent used the slow down phrase correctly but had a rude tone in her voice. I apologized to the customer for any problems that had been caused and the interruption in his conversation. Customer has requested a phone call follow-up after agent has been coached.	04/30/03	Attempted to contact customer, was unsuccessful. Coached the agent on using the complete slow phrase as well as proper phrase and professional diction.

May 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4160Z	05/08/03	5	The caller gave CA the phone number the beginning of his call, then CA hung up on the caller. Informed caller I will pass this to agent's immediate supervisor for coaching.	05/15/03	Agent doesn't remember call. Agent knows policy and procedure about disconnecting calls. Agent does not ever hang up without supervisor approval. Nothing logged in disconnection book. Agent does not know why caller complained.
6508X	05/13/03	4	Customer said agent stopped typing after recorded messages was typed and did not let customer know what was going on.	05/13/03	Thanked customer for letting us know of their concerns. Coached agent to give "GA" or "holding" after typing a recording.
6512X	05/19/03	6	VCO said none of our operators ever verify numbers - her notes say she will not give GA. Also said lots of words and numbers are incorrect. Agent had asked VCO to repeat because she couldn't hear well, but person just kept complaining that agent didn't follow instructions and used bad spelling. She said our trainers aren't doing their jobs, and that all of our CA's are rude. Relay apologized for the inconvenience, and offered to transfer her to customer service so that notes could be amended to include that CA's verify numbers before dialing. Customer did not want notes amended. No follow-up is necessary.	05/19/03	Supervisor met with agent and reviewed customer's complaint. Agent had processed call according to customer notes in the database. There was nothing in the notes about verifying a number before dialing out. The notes did specify the customer will not give a "GA". Customer voiced number to agent. Agent waited for GA. When no GA was given, agent dialed out. Customer became upset because agent didn't verify number with customer before dialing out. Supervisor reviewed agent's performance and offered some suggestions as to how the situation might have been handled difficulty.
6513X	05/19/03	5	Customer was upset, saying that the agent had hung up on the customer. Customer asked agent for account manager's phone number. Agent saw FD & EM in the customer notes. But when checking FD didn't see the number. Asked customer if they wanted relay to call DA again. Customer asked for account manager then line disconnected.	05/19/03	I apologized to customer for the inconvenience experienced, and provided them with the phone number for account manager. Customer didn't require a follow-up call. Account manager coached agent that when the customer asks for the account manager to immediately get a supervisor.
3253-I	05/23/03	26	Caller says agents cannot read her typing due to garbling problem. Apologized to the caller and opened trouble ticket number I000951687 to resolve the issue. Follow-up is required for resolution.	06/11/03	trouble ticket resolution - closed due to lack of specific customer info or equipment, CA ID# and day/time of the call. Called through relay (VCO user, not TTY user) and explained the need to supply specific call info on equipment, CA id and time and day of call and to call back if further problems continue.

6519X	05/23/03	5	Customer said that the agent has no manners or patience. She dialed out before customer gave the GA. No follow-up is requested.	05/23/03	Supervisor thanked the customer for feedback and said that the agent will be followed up with complaint. Supervisor checked agent database, but that agent number doesn't exist. No further action possible.
6519X	05/23/03	17		05/23/03	
3266-I	05/28/03	29	Customer states he pays for caller ID service and data does not transmit through relay. Apologized to the customer. Trouble ticket 975388 opened, and a follow-up has been requested.	06/10/03	trouble ticket resolution - Tech made a test call, connected via ISDN and ANI is being sent. 6-10-03 Spoke with customer who doesn't seem to fully understand Caller Id functionality and limitations. Explained its "cans and "cannot's and agreed to meet in July to educate further on caller id.
4182Z	05/31/03	4	Indiana voice relay user was frustrated that during a relay call the agent typed her question to the agent to the outbound TTY user. The question involved call processing, in order to insure transmission was successful to the TTY user. The agent didn't answer this person's question, but rather informed her that the agent cannot get involved in the conversation. Team leader told the customer that the agent must type everything heard. I informed the user that the agent's direct supervisor would be informed about this. The user declined a follow-up contact.	06/02/03	Trainer spoke with the agent and reminded him that he is to type everything heard. Suggested to agent to notify a supervisor if further help is needed and agent understood.